



Community Information Policy

Date: *17 December 2015*

Review Date: *November 2018*

Policy Title	<i>Community Information Policy</i>
Policy Number	<i>POL013</i>
Policy Author/Owner	<i>The Head of Themes with responsibility for Information and Learning</i>
Committee	<i>Services</i>
Date Approved	<i>17 December 2015</i>
Date Screening Documentation Signed	<i>1 February 2016</i>
Related Policies	<ul style="list-style-type: none"> • <i>Access to Information Policy</i> • <i>Room Hire Policy</i> • <i>Stock Policy</i> • <i>Customer Feedback Policy</i> • <i>Support for Learning and Learners Policy</i> • <i>Cultural and Creative Development Policy</i> • <i>Heritage and Digitisation Policy</i> • <i>Social Media Policy</i>
Date Set For Review	<i>November 2018</i>

Libraries NI

Community Information Policy

1. Introduction

- 1.1 The primary duty of Libraries NI, as set out in the Libraries Act (Northern Ireland) 2008, is to provide a comprehensive and efficient public library service for persons living, working or studying in Northern Ireland.
- 1.2 Community information is an umbrella term for information produced by a range of organisations, including those in the statutory, community and voluntary sectors, designed to be of interest to members of the local community. Typically it provides information about local services, organisations and events and may be in an electronic format or paper based including posters and flyers as well as more substantial printed formats.
- 1.3 Community information is encompassed in the wider information function of Libraries NI and in our mission statement to enrich and enhance the lives of individuals and communities through providing and promoting a range of high quality library and information services.

2. Purpose

- 2.1 The purpose of this policy is to ensure a consistent approach to community information and to ensure that Libraries NI conforms to legislative requirements and meets the needs of its customers.

3. Policy

- 3.1 Libraries NI will actively pursue the collection, dissemination and exploitation of community information to assist in empowering communities, developing citizenship, reducing barriers to culture and arts, promoting lifelong learning, understanding cultural diversity and meeting the needs of the community we serve, both users and non-users
- 3.2 Libraries NI will:
 - ensure a professional and equitable approach to the collection, dissemination and display of community information
 - ensure that we conform to all relevant legislation
 - not display information that undermines the perception of libraries as an open and welcoming space to all
 - ensure high standards are met in terms of appearance
 - refer enquiries to other organisations when necessary
 - develop mutually beneficial partnerships with a range of organisations that will provide a valuable community information service

- not accept responsibility for the accuracy or otherwise of the information posted by other organisations
- provide information rather than advice. We are a sign posting service to other organisations
- not allow collection boxes and charitable products to be displayed. Any exceptions will require approval from the Senior Management Team.

3.3 Libraries NI makes no commitment to display or hold all community information submitted to it.

4. Authority

Policy Sponsor: The Assistant Director with responsibility for Information and Learning is the Policy Sponsor.

Policy Owner: The Head of Themes with responsibility for Information and Learning is the Policy Owner.

Policy Contact: The Information and Learning Services Manager is the Policy Contact.

5. Related Documents

Policies

- Access to Information Policy
- Room Hire Policy
- Stock Policy
- Customer Feedback Policy
- Support for Learning and Learners Policy
- Cultural and Creative Development Policy
- Heritage and Digitisation Policy
- Social Media Policy

Guidelines

- Community Information Guidelines for Staff
- Community Information Checklist for Staff
- Community Information Customer Guidelines