

## **Brockville Public Library**

Policy Type: Operational

Policy Number: 26

Policy Title: Diverse & Inclusive Services

Approval Date: August 2016

Review Date: August 2019

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### **GENERAL POLICY**

Brockville Public Library recognizes and embraces our responsibility to develop and provide services for people with diverse ethno-cultural backgrounds.

Brockville welcomes culturally diverse citizens. A community need has been established for expanded and inclusive Library services. Library staff work closely with various local organizations in partnership for resource support, shared competencies and to integrate services for everyone involved.

The purpose of this policy is to identify guidelines for promoting BPL as a multicultural hub for community connections including resources, technology, programs, outreach and other services.

### **GUIDELINES**

Brockville Public Library commits to the following culturally diverse goals within available staff and financial resources:

- strategic planning that incorporates expanded diverse and inclusive services.
- provision of collections, programs and services for our diverse communities to promote reading, literacy, learning and employment opportunities; resource sharing throughout Ontario may be used to fill specific resource needs. Refer to Collection Policy 13 -2 and 13 – 10.
- expanded access to settlement information to meet the needs of newcomers.
- increased access to services and programs in languages other than English, in print and electronic format.
- promotion of volunteer opportunities at the Library to help newcomers gain Canadian experience.
- offering cultural programs that celebrate and promote the diversity of Brockville.
- introduction of the Library and its services to diverse cultures through enriched outreach programs and promotional activities.

- provision of English as a Second Language (ESL) collections and programs in partnership with local immigration and education organizations.
- expanded access to electronic information resources that are of interest to the City's diverse population.
- encouraging the use of Library computers and the internet through public training programs.
- developing staff competencies to help staff better serve culturally diverse customers.

**See Appendix A: Culturally Inclusive Initiatives Summary: Strategic Plan 2014 – 2018**

**Responsibility:**

The Brockville Public Library Board and CEO are responsible for strategic planning which reflects the community need for culturally diverse services. The Board and CEO assign funds for offering diverse resources and services. Designated Library staff are responsible for culturally inclusive resource development, including technology, and community engagement.

Board Motion Number: 025 - 2016

Date: August 22, 2016

Signature of Chairperson \_\_\_\_\_

**Sources:**

Toronto Public Library Collection & Services Policy  
Toronto Public Library Multicultural Service Goals  
Brantford Public Library Collection Policy  
Vaughan Public Library Collection Policy

## Appendix A

### Culturally Diverse and Inclusive Initiatives Summary: Strategic Plan 2014 – 2018

#### Collections:

- BPL has a small collection of French, Russian, Aboriginal and resettlement titles (<1,000 titles); to provide a much greater diversity of resources, multilingual titles and formats are borrowed through our Interlibrary Loan Service.
- the Library maintains and continues to purchase up-to-date, relevant ESL materials for use by local organizations working with newcomers.
- BPL subscribes to Mango, a multi-language database.
- the Library plays an important role for LGBT individuals looking to find information about social, health, and family topics, as well as resources for leisure reading and viewing.

#### Services, Programs and Outreach:

- BPL provides a welcoming space for all customers including newcomers to Brockville; recently signage in Arabic language has been posted welcoming newcomers to our Library.
- children's programming remains secular with a focus on the seasons rather than religious based holidays.
- each year the Library participates in Ontario's Culture Days program, celebrating diversity in our community.
- the Library takes part in the City's Multicultural Festival as resources permit.
- the Library has a representative sitting on the community Pride Committee and we offer a weekly program for teens of the LGBT community.
- in 2015, BPL hosted the Faceless Doll Project in partnership with local organizations.
- BPL has a webpage dedicated to newcomers, providing information about citizenship, local support, education and employment.
- attendance at Refugee Assistance Committee meetings as required
- other special interest and non-profit outreach

#### Partnerships & Volunteers:

- the Library partners with a number of community organizations in order to support and enhance the needs of our diverse community; these partnerships include, but are not limited to TR Leger (Settlement Services, Immigrant Services, School of Adult, Alternative & continuing Education), Leeds & Grenville Immigration Partnership, Lanark, Leeds & Grenville Addictions & Mental Health, Brockville Pride, District School Boards, Volunteer Centre, local churches, etc.; a wealth of community volunteers assist all partners through a coordinated effort.

#### Staff Training:

- community and youth engagement staff have participated and will continue to take advantage of diversity workshops and orientation sessions offered through available sources.
- front-line customer service staff will participate in workshops as available.

- the CEO, through participation at the Every Kid in our Communities Lead Table, is aware of many diversity initiatives and mandates at the provincial and local municipal levels.

**Budget:**

- BPL assigns \$2,000 annually to resources, including print, databases and e-titles; this allotment upwardly varies depending upon our customer/organization-driven selections.
- community and youth engagement staff allot programming funds to support diverse programming as required.
- to-date professional development for diversity has been offered at no cost; the annual budget can accommodate economical customer service training for the next available cultural diversity workshops.
- staff will continue to pursue grants that support cultural initiatives; in 2015, a grant was secured from the Sifton Foundation to support LGBT programming.