

## Community Information Policy

Date: January 2022

Review Date: January 2025

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<b>Policy Information</b>	
<b>Policy Title</b>	<i>Community Information Policy</i>
<b>Policy Number</b>	<i>POL013</i>
<b>Version</b>	<i>Version 4 (January 2022)</i>
<b>Policy Sponsor</b>	<i>The Head of Service with responsibility for Stock</i>
<b>Policy Owner</b>	<i>The Service Development Manager with responsibility for Stock</i>
<b>Committee and date recommended for approval</b>	<i>Services Committee, 20 January 2022</i>
<b>Date approved by the Board</b>	<i>10 February 2022</i>
<b>Equality Screening Status</b>	<i>Screened: 12 May 2011 Screening Reviewed: 1 February 2016 Screening Reviewed: 7 January 2019 Screening Reviewed: 29 November 2021</i>
<b>Rural Needs Impact Assessment Status</b>	<i>Assessed: 7 January 2019 Assessment Reviewed: 29 November 2021</i>
<b>Date Set For Review</b>	<i>January 2025</i>
<b>Related Policies</b>	<ul style="list-style-type: none"> <li>• <i>Information and Learning Services Policy</i></li> <li>• <i>Engaging with Culture and Creativity Policy</i></li> <li>• <i>Room Hire Policy</i></li> <li>• <i>Stock Policy</i></li> <li>• <i>Customer Feedback Policy</i></li> <li>• <i>Heritage Policy</i></li> <li>• <i>Social Media Policy</i></li> </ul>

# 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 connect people with information, ideas and experiences, to foster lifelong learning, inspire curiosity, provide enjoyment and strengthen communities.

## 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 encourage and facilitate the dissemination and exploitation of community information.
- 3.2 Libraries NI will:
  - ensure a professional and equitable approach to the 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
  - not allow collection boxes and charitable products to be displayed. Any exceptions will require approval from the Senior Management Team.
  - not facilitate petitions. 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 Head of Service with responsibility for Stock is the Policy Sponsor.

**Policy Owner:** The Service Development Manager with responsibility for Stock is the Policy Owner.

**Policy Contact:** The Assistant Stock Managers are the Policy Contacts.

#### **5. Related Documents**

##### **Policies**

- Information and Learning Services Policy
- Engaging with Culture and Creativity Policy
- Room Hire Policy
- Stock Policy
- Customer Feedback Policy
- Heritage Policy
- Social Media Policy

##### **Guidelines**

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