Title:	Programming Policy	
Policy Type:	Operational	**Policy Number:** 300-21
Approved by:		
Approval Date:	November 25, 2024	
Revised Dates:		
Review Date:	November 2025	

PURPOSE

This policy defines the provision of programs developed and facilitated by Library staff, volunteers and partnering businesses and organizations.

SCOPE

This policy applies to all programs including collaborative and sponsored programs.

This policy does not apply to programs or events offered by other organizations or individuals on Library premises where space is rented under the terms and conditions of 300-15 Meeting Room Use & Rental Policy or 300-25 Use of Building Policy.

DEFINITIONS

Program - an activity offered to the public that staff coordinate, plan and/or present.

Signature Event - a ticketed event that features unique programming, special guests, and/or exclusive activities.

POLICY STATEMENT

Programming provides information, invites public discussion, encourages curiosity and creativity, and promotes literacy and reading. It supports the Library's mission and vision to become a diverse and welcoming community hub that fuels innovation, demonstrates leadership, and promotes literacy aligned with our growing community. The Library will strive to deliver library programs for all, driven by knowledge sharing, partnerships, and new opportunities.

LIBRARY PROGRAMS

All programs are designed to be inclusive and safe spaces, providing activities that are innovative, and community driven. Programs are facilitated by staff, professional and subject matter experts, authors or performers. The Library accepts proposals for programs from external organizations and individuals, and evaluates them according to the criteria in this policy and in accordance with the Library's Strategic Plan.

Programs are open to everyone regardless of race, ethnic origin, place of origin, citizenship, colour, ancestry, language, creed (religion), age, sex, gender identity, gender expression, marital status, family status, sexual orientation, disability, political affiliation, receipt of public assistance, level of literacy or any other similar factor. However, the Library reserves the right to limit attendance based on considerations of the program including age, skill level, special needs or space limitations.

Program attendance requires compliance with the Library's policies, including the Rules of Conduct.

LIBRARY PROGRAMMING GUIDING PRINCIPLES

The Library will:

a)   make available a wide spectrum of opinions and viewpoints;
b)   select programs based on the interests and needs of the community;
c)   use programs to promote interest in, and the joy of, reading and literacy;
d)   make programs available free of charge with limited exceptions, including; Signature Events or cost recovery for some craft programs;
e)   offer programs for a variety of ages including infants, children, young adults, adults, seniors and families;
f)   make programs open to all, based on a first come, first served basis, either with advanced registration or at the door;
g)   not offer programming that is purely commercial in nature or intent;
h)   assess the credibility of any partners involved in delivering programs;
i)   regularly evaluate the planning and delivery of library programs;
j)   make available a process for user feedback and expressions of opinions/concerns about programs;
h)   limit program attendance based on safe use of space, or when demand for a program requires it;
i)   participate in cooperative programs with other agencies, organizations, institutions or individuals; and
j)   promote programs through posters, newsletters, news releases, and the library's website.

SPONSORSHIP

Library sponsorship of a program does not constitute an endorsement of the content of the program, or the views expressed by presenters or participants.

FEEDBACK

The Library welcomes suggestions, compliments or feedback about its programs. Some programs may solicit feedback through evaluation forms at the conclusion of the program.

ACCESSIBILITY

The Library is committed to ensuring that library programs are accessible to every member of our community. Participation in library programming should be inclusive and welcoming, regardless of individuals' abilities or circumstances.

Library programming will adhere to the Library's Accessibility Plan. Staff shall design programs with accessibility in mind, and offer reasonable accommodations upon request.

COMMUNICATION OF PROGRAMMING

Information about library programs will be communicated through various channels, including:

- The library's website
- Social media platforms
- Newsletters
- Community bulletin boards
- Local media outlets

All promotional materials will use clear language, engaging visuals, and accurate information. Content will highlight the benefits of participation and provide necessary details, including dates, times, locations, and registration requirements.

REPORTING

To assess and evaluate library programming, and to comply with the requirements of the *Annual Survey of Public Libraries*, statistics on library programs will be kept and analyzed.

Any programs that are challenged will be reported to the Centre for Free Expression.

PROTEST

The Library, as a public institution, values inclusivity and neutrality. The Library will not offer programming containing highly political or controversial content, religious focus, or commercial activity.

The Library may however deliver programs that present controversial or opposing points of view. The Library recognizes the right of individuals or groups to object to programs based on personal beliefs. Such objection does not provide any individual or group the right to restrict the freedom of others to

participate in library programs. Community members are expected to respect the rights and freedoms of others when expressing concern over any specific program. All expressions of concern should be addressed, in writing, to the CEO of the Library.

CONFIDENTIALITY

Staff will respect and protect the confidential information of those registering for Library programs. Identifying and personal information will be destroyed and/or deleted following library programs completion.

RELATED POLICIES

100-10 Library and Political Elections Policy
200-03 Donor and Sponsorship Policy
200-04 Strategic Alliances Policy
200-07 Library Fee-Based Services Policy
300-02 Records Management and Protection of Privacy Policy
300-06 Social Media Policy
300-13 Sales and Soliciting Policy
300-14 Children's Services Policy
300-15 Meeting Room Use & Rental Policy
300-22 Website Policy
300-23 Accessible Customer Service Policy
300-25 Use of Building Policy