

Policy Title:

26. Diverse & Inclusive Services

Policy Type	Approval Date	Motion No.	Review Date
Operational	September 2023	013-2023	2026

General Policy

Brockville Public Library (BPL) recognizes and embraces our responsibility to develop and provide services for people from diverse communities

As a part of our equity, diversity and inclusion (EDI) goals 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 hub for community connections including resources, technology, programs, outreach and other services.

Guidelines

Brockville Public Library commits to the following EDI goals:

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 diversity

- Introduction of the Library and its services 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
- Encouraging the use of Library computers and the internet through public training programs
- EDI integration into staff competencies and hiring practices

Responsibility

The Brockville Public Library Board and CEO are responsible for strategic planning which reflects the community need for inclusive services. BPL is committed to providing services and programs that meet EDI goals.

Related Policies

Accessibility Policy & Plan – 8
Collections – 16

Policy History

Review Date	Board Motion
August 22, 2016	025-2016
October 2022	022-2022
September 2023	013-2023

Appendix A: Culturally Diverse and Inclusive Initiatives

Summary: Strategic Plan 2022 - 2026

Collections

- BPL has a small collection of diverse resources. The Interlibrary Loan program is utilized to provide a much greater diversity of resources, multilingual titles and formats
- 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 Languages, a multi-language database
- The Library plays an important role for LGBTQ2S+ 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
- 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 LGBTQ2S+ 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 committed to diversity initiatives and mandates at the provincial and local municipal levels

Budget

- BPL assigns funds annually to resources, including print, databases and e-titles; this allotment varies depending upon our customer/organization-driven selections
- Program funds are allotted to support diverse programming as required
- Staff will continue to pursue grants that support EDI.