



**To:** Library Board of Trustees

**From:** Jennifer Jones, Library CEO

**Meeting Date:** March 27, 2018

**Subject:** Report PPL18-018  
Community Communications Space at the Library

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## **Purpose**

A report to discuss options for community communications space in the renovated library, including display cases, bulletin boards and lobby bookings.

## **Recommendations**

That the Library Board approve the recommendations in Report PPL18-018 dated March 27, 2018, of the Library CEO as follows:

- a) That the report be received for information; and,
- b) That comments and recommendations from the Board be referred to the Policy working group for consideration.

## **Budget and Financial Implications**

There are no budget or financial implications resulting from the approval of the recommendation of this report.

## **Background**

Before the renovation, the Library was home to two display cases and a community bulletin board in the main lobby.

The primary display case could be booked for free use by community groups for month long displays with a variety of themes. Information staff would field calls for the display case, often booking months in advance. The community group who booked the display case would be responsible for set up and take down of their display, though there was often a staff member on hand for the entire process. If by chance the display case was not booked, library staff would have the option of creating a display for the month or the case would be left empty.

The second display case belonged to the Kiwanis club and showcased a few of their trophies. The cabinet was removed as a result of the renovation. Given that the terms of the arrangement were unknown and the renovation was imminent, the Kiwanis trophies were moved down to the DelaFosse branch and currently reside in one of the display cabinets there. The cabinet previously used is now too small for the size of the trophies, and a new cabinet is needed.

There is no known formal agreement between the Kiwanis Club and the library. Should the Library Board wish to continue the arrangement to host a cabinet for the Kiwanis trophies, a formal partnership agreement is recommended.

The library also previously featured a community bulletin board. This bulletin board would feature flyers, posters and notice of events that were taking place throughout the community. The general rule was that these notices had to be materials of a cultural, educational, social service or volunteer nature, and that all notices had to be approved by staff before they were put on board. A staff member would also be responsible for maintaining the board and ensuring that out of date material was removed. The bulletin board was located in the main lobby, which often meant that members of the public would tear down notices or put up their own as they saw fit.

A number of community groups have contacted the library wanting to book the lobby for their pop-up events. They feel that the library lobby provides them with a captive audience and a high level of foot traffic and visibility in the community. Before the renovation, lobby booking occurred periodically but it was often met with some resistance and made some patrons uncomfortable, depending on the topic being presented. These displays were not necessarily what they expected when walking into the Library.

Given that the Library is meant to be a neutral place, it can be difficult for staff to determine what groups should be able to have a presence in the lobby over others. Many of the groups that contact us for the use of the lobby space are promoting a social issue or service, a seasonal topic, and/or some are trying to solicit for volunteers or fundraise for a particular cause. Should the library wish to continue lobby bookings, it would be helpful for staff to have defined parameters for Lobby Bookings included as a section within the Room Bookings or other appropriate policy.

In general, it may be helpful for the Library Board to consider what forms of communication we need for our own purposes (promoting library programming and library events, for example) vs how we might be able to facilitate communication to,

from and within the community, if this determined to be our mandate and our role. Perhaps this also ties in with the discussion surrounding the use of digital screens (sponsorship opportunity) and other communication tools.

Submitted by,

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