

LONDON PUBLIC LIBRARY POLICY

Title of Policy: Diversity and Inclusion – Public Services

Policy Type: Means

Policy No.: M-02

Effective Date: May 24, 2018

Review Date: May, 2022

PURPOSE:

The purpose of this policy is:

- to articulate London Public Library's (LPL) commitment to diversity and inclusion which is the equal right of people in the community to access and enjoy the benefits of Library services and facilities;
- also to state that London Public Library supports and is compliant with human rights legislation including, but not limited to, the *Canadian Charter of Rights and Freedoms*, *Canadian Human Rights Act*, *the Ontario Human Rights Code*, *Diversity Policy for The City of London* and *City of London Race Relations Policy*.

Further, it is the responsibility of Canadian public institutions, including libraries, to support a society that respects diversity and fosters social inclusion. In this regard, LPL supports and aligns with professional codes such as Canadian Federation of Library Association/Fédération canadienne des associations de bibliothèques *Position Statement on Diversity and Inclusion* and the International Federation of Library Associations (IFLA)/UNESCO Multicultural Library Manifesto.

SCOPE:

This policy applies to the provision of public services and facilities.

Other LPL values that support diversity and inclusiveness include: access, community engagement, open to all, non-judgmental, intellectual freedom, privacy, respect, and service excellence. The Library will model these values.

The Library has enacted additional policies to support its goal of being inclusive and to ensure that discrimination and harassment are not encouraged or tolerated. These include, for example, LPL's *Accessibility Policy*, and *Intellectual Freedom Policy*.

Diversity and inclusion in employment policy and practices is covered in LPL human resources policies.

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DEFINITIONS

Diversity means: An understanding that each person is unique, and recognizing our individual differences. It includes the range of human differences, including but not limited to race, national or ethnic origin, colour, religion, sex, gender identity, gender expression, age, physical or mental health, physical or cognitive capabilities or attributes, education, or socio-economic status.

Inclusion means involvement and empowerment, where the inherent worth and dignity of all people are recognized.

POLICY STATEMENT:

The Library believes in the dignity and worth of every person. To this end, each person has the equal right and opportunity to enjoy library services and participate in an environment free of discrimination and, in particular, without discrimination based on race, national or ethnic origin, colour, religion, sex, gender identity, gender expression, age, physical or mental health, physical or cognitive capabilities, education, or socio-economic status. The Library endeavours to promote and sustain a sense of belonging.

It is the Library's policy that all users will be served to the very best of our ability in accordance with our professional and corporate values of diversity and inclusiveness. The Library's *User First Philosophy* outlines our commitment to personalized service that takes into account the user's unique needs and circumstances and respects the dignity of that individual.

LPL will make diversity and inclusion a priority in planning and decision making for Library services and facilities. The Library will:

- Review its policy and practices on an ongoing basis to ensure that every person is treated without discrimination and to eliminate barriers in accessing services and facilities and
- Seek opportunities to involve people of diverse backgrounds in the design, use and evaluation of services and facilities.

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Addressing Barriers

The Library is committed to addressing barriers to library services and facilities. It promotes equal participation by working toward the elimination of bias, prejudice and discrimination (which can be intentional, unintentional or systemic) and promoting awareness of the benefits of a diverse community through its services.

Feedback Processes

Members of the public are encouraged to provide feedback to LPL related to any barrier experienced while using the Library.

All feedback will receive a response, either indicating a resolution or inviting a further conversation related to the concern.

Training

Library Board Members, Employees and Volunteers receive training designed to promote their awareness, acceptance and celebration of diversity. They are trained on policies, procedures and mechanisms to ensure that every person can access and use library services and facilities, and is treated without discrimination or harassment.

INQUIRIES:

CEO & Chief Librarian

KEYWORDS:

access, discrimination, diversity, human rights, inclusion, rights

RELATED DOCUMENTS:

Canadian Charter of Rights and Freedoms
Canadian Human Rights Act
Accessibility For Ontarians With Disabilities Act (2005) and Ontario Regulation 191/11(Including Part II Communications Standards)
Ontario Human Rights Code, R.S.O. 1990, CHAPTER H.19
Public Libraries Act, R.S.O. 1990, CHAPTER P.44

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Diversity Policy for The City of London

City of London Race Relations Policy

Canadian Federation of Library Association/Fédération canadienne des associations de bibliothèques Position Statement on Diversity and Inclusion

The International Federation of Library Associations (IFLA)/UNESCO Multicultural Library Manifesto

Accessibility for Users with Disabilities Policy (M-04)

Delegations and Public Participation Policy (M-100)

Intellectual Freedom Policy (M-01)

DOCUMENT CONTROL:

Approved: Library Board (L00/95.5)

Reviewed: February 21, 2007 (L07/12.4)

Reviewed: November 25, 2010 (L10/81.2)

Reviewed: November 20, 2014 (L14/66.3)

Reviewed: May 24, 2018 (L18/29.3)

(M02 - Diversity and Inclusion and M03 - Race Relations City of London have been merged into one policy, M02 Diversity and Inclusion - Public Services)