

## **Policy: Operational - Code of Conduct**

**Department: Library**

**Effective Date: February 2014**

**Revision Date: November 2019**

**Next Year of Review: 2021**

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Welcome to the Bruce County Public Library. Our goal is to ensure that everyone has a positive experience when using the Library and its services.

The Code of Conduct encourages behaviour that supports the Library's mission. It applies everywhere the Library conducts its business, whether on Library property, in the community, over the phone or email, or through our website.

Everyone has the right to enjoy the services of the Library without disturbance. Our commitment is to deliver excellent service in a space that is welcoming and safe for our customers and our employees. We ask your cooperation in maintaining this environment.

Members of the public and staff are expected to abide by the laws and regulations of Canada and the Province of Ontario including but not limited to:

- Criminal Code of Canada
- Human Rights Code (Ontario)
- Copyright Act
- Child and Family Services Act
- Trespass to Property Act
- Public Libraries Act

### **Be respectful of others**

- Refrain from behaviour or language that is disruptive, intrusive, lewd, abusive, obscene, interfering, harassing, threatening, intimidating, or discriminatory.
- Do not engage in aggressive physical or verbal approaches to another individual, or throw articles in a deliberate or aggressive manner.
- Set your device to silent or vibrate.
- Get permission from library staff before photographing, videotaping or recording of any kind.
- Possession of weapons of any kind will not be allowed.
- Follow the Internet Services Policy and Social Media Policy while using the Internet.
- Obtain permission from library staff before canvassing, soliciting, distributing, posting or selling of goods or materials on Library property.
- Respect others with sensitivities to scents, and limit the use of scented products.

- Bring in only registered guide or service animals.
- Wear proper clothing and footwear.

## Be respectful of library property

- Park bicycles, scooters, and small recreational motorized vehicles outside the Library. Small items such as skateboards or roller blades may be brought in but may not be used inside the Library or near the entrance.
- Use the library's materials, equipment and property with care.
- Do not enter staff areas in library buildings without permission.
- No smoking inside library buildings and within nine (9) metres of any library building entrance
- Illegal use of drugs or the unauthorized drinking of alcohol is not permitted.
- Do not use sports equipment, except as permitted by staff in programs.
- Drinking beverages in covered containers is allowed. Light snacks are allowed except at computers.
- Throw out or recycle your garbage.

## Be safe

- Supervise children and adults in your care at all times.
- Leave the building in case of fire, fire drills, or other emergencies and follow the instructions of Library staff.
- Follow copyright laws, licensing agreements, and other intellectual property rights.
- Follow all municipal, provincial and federal laws, codes, rules, and regulations.
- Keep your belongings with you as the Library is not responsible for lost items.

## Consequences of Failing to Comply

We ask that you respect the Code of Conduct and follow all Library policies. Employees make every effort to apply these policies in a fair, dignified, and positive manner for the benefit of everyone. Anyone choosing to disrespect the policies of the Library and refusing to modify behaviour will be asked to leave. This could result in suspension of Library privileges, eviction from the Library, cost-recovery charges, and/or prosecution.

Individuals who engage in any unacceptable behaviour, as defined in this policy may, depending on the severity, receive one warning or be asked to leave immediately from the premises and if necessary, be placed under suspension for a period of time. The suspension may apply to all programs, facilities, properties and services if warranted.

Length of suspension will be determined by the Library Director/CEO or her/his designate and will depend on the severity of the situation. Serious incidents that result in a suspension from programs, facilities, properties and services will be followed up by a written Trespass to Property notice.

Library staff will be notified of individuals who are suspended or who have received a letter of trespass. Incidents may be reported to the Bruce County Ontario Provincial Police and charges may follow. Incidents may be reported to the other Departments of the County of Bruce.

## Appeal Process

- Individual(s) wishing to appeal any disciplinary measure may present their case to the Library Director/CEO in writing within 14 days of the decision. The written appeal must be mailed to the Bruce County Public Library, Attention Library Director, 1243 MacKenzie Road, Saugeen Shores, Ontario, N0H 2C6
- The Library Director/CEO, in consultation with the appropriate staff or with the Library Board, will review the appeal and any decision made is final.