

Section	Services	Section #:	4
Sub-section	Customer Service	Sub-section #:	4.1
Topic	Customer Code of Conduct	Policy:	4.1.5

Preamble

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

General rules of behavior are designed to protect the rights of Library patrons, to outline for staff members acceptable and appropriate behavior on the part of patrons, and to preserve Library materials and facilities.

As a public library, we respect your individual rights, while recognizing that they must be balanced with your responsibilities as a patron, as well as the rights and responsibilities of others. Our goal is to deliver excellent service in a shared space that is welcoming and safe for our members and our employees.

We ask your cooperation in maintaining this positive environment, and that you respect the Library Code of Conduct and follow all Library policies.

Be respectful of others:

- Speak and work at a soft volume.
- Follow the Public Network Access Policy while using the Internet.
- Refrain from foul, abusive, or discriminatory language or actions. They will not be tolerated.
- Bring in only registered guide or service animals.
- Obtain permission from the Library to distribute literature or post materials on Library property. Solicitation is not permitted in the Library.
- Get permission of people in photos or videos you are taking. Parents or guardians must provide permission for children 15 years of age and under. Photos and videos cannot be taken in washrooms. Photos taken in the children's areas require parent permission.
- Use personal electronic devices at a volume that does not disturb others' enjoyment of the Library, including but not limited to: cell phones, laptop computers, and tablets.
- Respect others with sensitivities to scents and limit the use of scented products.
- Wear proper clothing and footwear.
- Report disruptive behaviour to a Library employee.

- Do not sleep in the Library.
- Do not enter the library under the influence of any intoxicating or illegal substances. Selling, using, or possessing illegal substances will be prohibited.

Be respectful of Library property:

- Use the Library's materials, computers, equipment, and furniture with care.
- Check with Library employees if there are restrictions on what and where you can eat.
- Throw out or recycle your garbage.
- Keep aisles, corridors, and spaces around you clear so that others can easily access them.
- 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.
- Refrain from acts of vandalism; wilful damage and/or theft of Library property, including library materials and equipment, may be subject to prosecution.

Be safe:

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

We ask that you respect the Customer Code of Conduct and follow all Library policies. Staff 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. In the event of inappropriate behavior by a minor, the child's parent or guardian will be notified by the Library, usually after the second offense.

Staff members observing unacceptable behavior shall take appropriate action. When a patron is asked to leave the Library for any reason, the Staff member shall make a written record of the incident, including the person's name, if known or able to be determined, and the reason the person was asked to leave.

The CEO/Chief Librarian shall review these records and make decisions regarding banning the person for a longer period of time, or until specified

conditions are met. If the person is banned for a longer period of time, or until conditions are met, the CEO/Chief Librarian shall forward this information to the person, or in the case of a minor child, his or her parent or guardian, along with an explanation.

When the conduct constitutes a crime or an ordinance violation, the CEO/Chief Librarian shall forward a report to the Police Department.

Related Documents

Community Space & Public Meeting Rooms 4.4.1

Children and Young Adult Services 4.3.2

History:			
Date of Original Board Motion:	February, 2021	Motion #	2021.015
Date of Amendments: (if any)			
Date of Next Review:	February, 2026		
Attachments:	Customer Code of Conduct – Staff Procedures		