



Policy Type: Operational

Number: LIB-OP-80

Approved: June 17, 2020

Code of Patron Conduct

Next review: 2024

## Purpose

This Code of Patron Conduct is intended to ensure the dignity and safety of all and to maintain the security of library property without disruption to library services. Staff will apply these rules in a fair, dignified and positive manner for the benefit of all.

Within this context, our top priority is to ensure a positive experience for our library users while in the library.

## Policy

1. Be respectful of others.
  - 1.1 Speak and work at an appropriate volume.
  - 1.2 Follow and be aware of the Internet Services Policy.
  - 1.3 Respect the sensibilities of others when viewing materials in the Library.
  - 1.4 Threatening, abusive, discriminatory or harassing language or conduct of any kind is not allowed.
  - 1.5 Bring in only registered guide or service animals or those authorized for programs.
  - 1.6 Permission is required by the County Librarian, or designate before any photographing, filming or video and/or audio recording is done on library property. Parents/guardians must provide further permission for those in their care.
  - 1.7 Shirts, shoes, and other appropriate attire must be worn at all times.
  - 1.8 Respect others with sensitivities to scents, and limit the use of scented products.
  - 1.9 Disruptive or intrusive behavior is not allowed and should be reported to a library employee.
  
2. Be respectful of Library property.
  - 2.1 Misuse or defacement of library materials or facilities is prohibited.
  - 2.2 Throw out or recycle your garbage.
  - 2.3 Keep aisles, corridors, and spaces around you clear so that others can easily access them.
  
3. Be safe.
  - 3.1 Parents/guardians must follow and be aware of the Safe Child Policy.

- 3.2 Keep your belongings with you as the Library is not responsible for lost items.
- 3.3 Leave the building in case of fire, fire drills, or other emergencies.
- 3.4 Follow the instructions of Library employees.
- 3.5 Smoking or vaping is not allowed in the library building or within 9 meters of any library door.
- 3.6 Public access to STAFF ONLY areas is prohibited unless authorized by a member of the library staff.
- 3.7 Any behavior that does not support a welcoming environment and/or violates the Code of Patron Conduct may result in cost-recovery charges, suspension of library privileges or exclusion from the Library.
- 3.8 Illegal activity while in the library building is prohibited.

### Code of Conduct – Exclusion and Appeals

The policy outlines Code of Patron Conduct for the Huron County Library. We ask that you respect this Code of Patron Conduct and follow all Library policies. Employees will make every effort to apply these policies in a fair, dignified, and consistent 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.

Staff will inform the person of how he or she violated the Library's Code of Conduct, and will take some or all of these actions: suspension of Library privileges, exclusion from the Library for a specific period of time, exclusion on the basis of the Ontario Trespass to Property Act, cost-recovery charges, and/or prosecution.

A person has a right to appeal a letter of exclusion or extension of an exclusion, in writing, during the period of exclusion.

### **Replacement Statement**

This policy replaces the Rules of Conduct Policy and comes into effect on the date approved.

### **Citations**

This policy developed in accordance with the Public Library Act, R.S.O. 1990, Chapter P.44, Section 23(4), Ontario Human Rights Code and Trespass to Property Act, R.S.O. 1990, c. T.21.

### **Related Documents**

Internet Services Policy LIB-P-IN-1  
Safe Child Policy LIB-OP-41