

Purpose

Visitors, patrons, employees, and volunteers have the right to enjoy a Library environment that is respectful, courteous, and safe. 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.

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. Registered Guide and/or service animals are welcome in the Library.
- 1.2. Speak and work at an appropriate volume.
- 1.3. Sleeping in the library is discouraged. Library staff must check on someone who's sleeping for responsiveness. If someone is unresponsive, emergency personnel will be called.
- 1.4. Be aware of, and follow, the Internet Services Policy. Respect the sensibilities of others when viewing materials online. Accessing material on the internet which is offensive or disruptive to others is not permitted.
- 1.5. Use respectful language. Threatening, abusive, discriminatory, foul, or harassing language or behaviour towards others will not be tolerated.
- 1.6. Permission is required by Library Management before any photographing, filming and/or audio recording is done on library property. Parents/guardians must provide further permission for those in their care.
- 1.7. Permission is required to distribute or post materials on Library property. Canvassing, soliciting, or unauthorized distribution of material is not permitted in the Library.
- 1.8. Shirts/skirts/pants/shorts must be worn at all times.
- 1.9. Respect others with sensitivities to scents and limit the use of scented products.
- 1.10. Report disruptive or intrusive behavior to a library employee.

2. Be respectful of Library property.

- 2.1. Use the Library's materials, computers, equipment, facilities (e.g. washrooms) and furniture with respect and care and only for their usual and intended purposes.
- 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.
- 2.4. Consumption of food and covered non-alcoholic drinks is permitted in the public areas of the Library, except around electronic equipment, provided doing so does not result in any damage to library materials or furnishings. Branches reserve the right to prohibit both as required.

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. Intoxication or possession of alcohol or drugs is not allowed on Library premises.
- 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.

Bans and Appeals

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 violate the Library's

Code of Conduct and/or refusing to modify behaviour will be asked to leave. If someone is asked to leave and refuses to do so, the police will be called.

Staff will inform the person of how they 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, during the period of exclusion.

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-OP-84
Safe Child Policy LIB-OP-41
Edmonton Public Library Management of Customer Conduct
Kingston Frontenac Public Library Patron Code of Conduct
North Vancouver District Public Library Code of Conduct

Replacement Statement

This policy replaces all previous versions of this policy and comes into effect on the date approved.

Appendix A – Posted Agreement of Conduct

Thank you for visiting the Huron County Library. Everyone is welcome here!

Visitors, staff, and volunteers have the right to enjoy a Library space that's respectful, courteous, and safe.

While in the Library, I agree that I will:

- Respect other's differences and opinions.
- Not use offensive, abusive, or discriminatory language or behaviour.
- Keep my belongings with me. The Library is not responsible for lost or stolen items.
- Respect Library property and policies and follow the direction of staff.
- Be responsible for the children in my care.
- Bring in only registered support or service animals.
- Limit the use of scented products.
- Tidy up after myself and recycle and throw out garbage in the bins provided.
- Keep aisles, hallways, and spaces around me clear so others can easily access them.
- Not consume or be under the influence of controlled substances on Library premises.
- I will not film or record audio in the library without staff permission.

I understand that if I choose not to follow this Code of Conduct, I may be asked to leave.

We are all responsible for upholding this code and keeping our Library welcoming for all.