



Collingwood Public Library

Policy Type: **Operational**

Policy Number: **OP – 01.3**

Policy Title: **Code of Conduct**

Policy Approval Date: **May 23, 2024**

Policy Review Date: **May 2028**

Policy Statement

Everyone is welcome in the library, and should feel welcome. The following Code of Conduct has been adopted to ensure that everyone, patrons and staff alike, feel safe in the library. The Code also provides guidelines to staff so that everyone is treated in a fair and equitable manner.

Legislation

The mandate to set such rules is given under the *Public Libraries Act*, Section 23 (4), which states that the Library Board may make rules:

- (a) For the use of library services
- (c) For the exclusion from the library of persons who behave in a disruptive manner or cause damage to library property
- (e) Suspending library privileges for breaches of the rules
- (f) Regulating all other matters connected with the management of the library and library property

Collingwood Public Library Code of Conduct

Be Responsible

- Parents, guardians, and caregivers are responsible for supervising and caring for dependent children and those adults requiring assistance.
- Sporting equipment, such as skateboards or roller blades, should not be used on library premises. Bicycles are to be left outside at the bike racks provided.
- Animals are not allowed in the library unless they are a registered service animal at work, or they are invited to participate in an authorized library program. If animals are not identified as service animals, staff may require a certificate of training as outlined in the Accessibility for Ontarians with Disabilities Act (AODA).

Be Considerate and Respectful

- Speak and work at a reasonable and respectful volume.
- Full attire and proper footwear must be worn.



- Members of the public are expected to act with respect and mutual consideration. Threatening, abusive, discriminatory and/or harassing behavior is not permitted, neither is excessive noise or obscene and discriminatory language.
- The use of illicit substances or unauthorized alcohol is not permitted.
- Deliberate damage, theft or misuse of library materials, equipment or property is not permitted. Patrons must open all bags for inspection if requested by library staff.
- Patrons must follow the library's Internet Use Policy. Patrons who are displaying or distributing obscene or illegal material, even on their own laptops, will be asked to leave the premises.
- Photographing, filming or videotaping of library staff or patrons must be authorized by the CEO or designate.
- Posting notices, brochures or petitions requires library staff authorization. There will be no soliciting within the library.

Be Safe

- Smoking and vaping are not permitted within the library or within 9 metres of the library building, as stated in the municipal bylaw.
- Keep your belonging with you as the library is not responsible for lost, damaged or stolen items.
- Leave the building in case of fire, fire drills, or other emergencies.
- Follow the instructions of Library employees or security staff.

Application

Library staff will endeavour to apply this Code of Conduct in an impartial manner. Staff will inform the person of how they violated the Library's Code of Conduct, and will take some of all of these actions:

- Suspension of library privileges.
- Exclusion from the library and a trespass order put in place.
- Cost-recovery for damages.
- Prosecution.

Related Documents

The *Ontario Public Libraries Act*, R.S.O. 1990, c. P.44

The *Ontario Trespass to Property Act*, R.S.O. 1990, c. T.21

The *Criminal Code* (Canada) (RSC, 1985, C. C-46)

The *Child, Youth and Family Services Act*, 2017

Collingwood Public Library. **HR-08 Prevention of Workplace Violence**

Collingwood Public Library. **Trespass Notice Procedure**