

Policy Type:	<b>Operational</b>	Policy Number:	<b>OP-04</b>
Policy Title:	<b>Code of Conduct (Public)</b>	Initial Policy Approval:	<b>April 2019</b>
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The Lanark Highlands Public Library provides free and equitable access to services in a welcoming and supportive environment that is free from discrimination and harassment. The rules set out here are intended to ensure the dignity and safety of the public and the staff, and to maintain the security of library property without disruption to library service. 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”

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

As our customer, you can expect Lanark Highlands Public Library to:

- deliver equitable access to information and services tailored to meet your needs.
- offer dynamic service by informed employees who take ownership of every customer interaction.
- acknowledge and respond to your feedback.
- have fair practices and procedures while ensuring accountability to the community.
- provide welcoming and safe spaces for you to enjoy.

We are confident that you will work with us to ensure that all Library customers share an outstanding experience. As a customer of Lanark Highlands Public Library you will:

### **Be respectful of others.**

- Speak and work at a low volume.
- Set your mobile device to vibrate or mute.
- Follow the Internet Services Policy while using the Internet (**See OP-07: Internet Services**)
- Please use respectful language and respect the rights of others to work and enjoy the Library. Abusive, coarse, violent, discriminatory or harassing language or behaviour towards fellow Library customers or employees will not be tolerated.
- Respect the sensibilities of others when viewing materials in the Library.
- Bring in only registered guide or service animals.
- Obtain permission from the Library to distribute literature or post materials on Library property.

- Except when explicitly approved by the CEO, the library premises (and municipal office), indoor or out, may not be used for soliciting donations or signatures on petitions or for the sale of tickets or any other items.
- Refrain from blocking the entrance/exit, doorways, stairwells or otherwise interfering with the free flow of pedestrian traffic or access to and from the library building.
- Get permission of people in photos or videos you are taking. Parents or guardians must provide permission for children.
- Attend to and supervise the children or other individuals in your care (**See OP-03: Children in the Library**)
- Loitering or sleeping on library premises is not allowed.
- Lidded beverages may be consumed in the library, but please enjoy food and unlidded drinks elsewhere.
- The use of alcohol, cigarettes and illegal drugs in or around library premises is prohibited. Individuals who are under the influence of drugs or alcohol will be asked to leave.
- Respect others with sensitivities to scents and limit the use of scented products.
- Wear proper clothing and footwear.
- Use of sports equipment is prohibited.
- Your guide and/or service animals are welcome in the library, but all other animals are respectfully requested to remain outside the library.
- Report disruptive behaviour to a Library employee.

#### **Be respectful of Library property.**

- Use the Library's materials, computers, equipment, and furniture with care.
- 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.

#### **Be safe.**

- 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 the instructions of Library employees or security staff.

#### **Code of Conduct – Exclusion and Appeals**

The policy outlines Code of Conduct for the Lanark Highlands Public Library. We ask that you respect this Code of 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.

#### **Related Documents:**

Lanark Highlands Public Library Policy **OP-07: Internet Services**

Lanark Highlands Public Library Policy **OP-03: Children in the Library**