

Code of Conduct Policy

Policy Type: Operational	Policy Number: OP-04
Policy Title: Code of Conduct (Public)	Policy Approval Date: March 2024
	Policy Review Date: March 2027

Introduction:

The Norfolk County Public Library provides free and equitable access to services in a welcoming and supportive environment that is free from discrimination and harassment whether face to face and/or virtual. 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 services.

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;
- b) for the admission of the public to the library;
- c) for the exclusion from the library of persons who behave in a disruptive manner or cause damage to library property;
- d) Imposing fines for breaches of the rules;
- e) suspending library privileges for breaches of the rules; and
- 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 library users.

The Library has a right to maintain each of its facilities in a clean, pleasant and safe manner. Every individual has the right to use the Library undisturbed and every Library employee has the right to work without undue interference. All Library users and employees should be free of any threat of harm, invasion of property, or gross indignity. It is impractical to address every behavioural situation that may occur in the Library. Library employees have the responsibility to make decisions that are in the best interest of the Library whenever the rules do not specifically cover certain situations.

Purpose:

The Code of Conduct describes what is considered acceptable conduct at all Norfolk County Public Library branches. Furthermore, the Code of Conduct allows staff to respond consistently and fairly to all users.

Section 1: Respectful Behaviour Guidelines

1. Users have the right to be treated with respect by all library staff and by other users. Users are also obligated to treat library staff and each other respectfully.
2. Speak and work at a low volume.
3. Cell phone use is permitted at low volume. Cell phones should be set to vibrate or mute.
4. Behaviour that is disruptive, abusive, intrusive, harassing or threatening to users and staff will not be tolerated.
5. NCPL assumes no responsibility for children left unattended on library property. The proper officials may be contacted if staff become concerned for the safety of the unattended child/children.
6. Shoes and shirts must be worn in all NCPL facilities. Beach attire must be covered. Users wearing clothing with language or graphics that violate the *Charter of Human Rights and Freedoms* will be asked to cover it.
7. Service animals with proof of registration are welcome inside NCPL facilities. Other animals are to be left outside the facility, away from the public walkways and entryways.
8. Smoking, and the use of other tobacco products, vaping and cannabis, is not permitted in any NCPL facility. These products are also not to be used within (five) 5 metres of a library entrance or exit (Smoke-Free Ontario Act, 2017).
9. Use of illegal drugs is not allowed in any library facility.
10. Bathing, shampooing and/or doing laundry in the Library washrooms is not tolerated.
11. Members of the public are not permitted in areas designated for staff.
12. The Library is a scent-free environment.
13. Interfering with users' use of the Library through lack of personal hygiene is not acceptable.
14. Anyone who shows disrespect to Library users or employees may have their Library access and privileges suspended.
15. Sleeping in the library is not permitted.

Section 2: Respectful use of Library Property Guidelines

1. Theft of library materials is against the law and violators will be prosecuted.
2. Using library materials, equipment, furniture, fixtures, facilities or grounds in a manner inconsistent with customary use is not permitted.
3. Bicycles, scooters, and small recreational motorized vehicles must be parked 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.
4. Garbage must be thrown out or recycled.
5. Filming is not permitted during performances, programming, and events without express written permission of the subject and the library CEO.
6. No material may be removed from any NCPL facility without having been properly "checked out".

7. Library staff reserves the right to request that users open any bags, purses or packages for inspection if the anti-theft Library security system is triggered or other suspicious behavior has been witnessed.
8. Posting notices, distributing circulars, canvassing, selling, soliciting, or engaging in other commercial activity is prohibited unless authorized by the CEO or their designate.

Section 3: Safety Guidelines

1. Users are responsible for their belongings. The Library is not responsible for the loss of personal items.
2. Instructions of Library employees must be followed in case of fire, fire drills or other emergencies.

Section 4: Enforcement

Enforcement of these rules will be conducted in a fair and reasonable manner. Library employees will contact police in the event of any threat or perceived threat to anyone.

Users not following the rules will be asked to leave the library premises.

Failure to comply with the established rules, regulations and policies will result in:

- a) cost recovery for damages;
- b) the suspension of library privileges;
- c) removal from the premises and/or;
- d) exclusion from all NCPL facilities.

Disregard of this Code of Conduct may result in suspension of Library privileges, exclusion from the Library, cost-recovery damages and/or prosecution as per the [Criminal Code of Canada](#), the [Public Libraries Act](#), the [Occupational Health and Safety Act](#), the [Child and Family Safety Act](#), the [Trespass to Property Act](#), the [Smoke-free Ontario Act](#) and/or the [Public Works Protection Act](#), and [Policy on preventing sexual and gender-based harassment](#)

Individuals have the right to request a review, in writing, of an exclusion order greater than seven (7) days with the CEO or their designate.

Related Documents:

Workplace Harassment and Discrimination Policy (HR-07)
Prevention of Workplace Violence Policy (HR-08)