

Policy Name:	<b>Code of Conduct</b>
Policy Type:	<b>Operational</b>
Policy Number:	<b>OP-03</b>
Original Adoption Date:	<b>December 1998</b>
Current Approval:	<b>September 2024</b>
Review:	<b>May 2027</b>
Motion:	<b>2024:39</b>

## **Code of Conduct**

### **1. Purpose**

Orillia Public Library is committed to providing a space where all community members are safe and welcome. All patrons have the right to use and enjoy library services free from harassment and discrimination. The Library is equally committed to ensuring the safety and well-being of its staff and volunteers.

### **2. Policy**

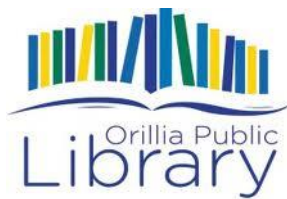
This policy outlines expectations of behaviours in the Library. The rules set out in this Code of Conduct are intended to ensure the comfort and safety of the public and staff and to maintain the safety and security of Library property.

### **3. Responsibility**

The Orillia Public Library Board has been granted the mandate to establish rules of conduct 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 exclusion from the library of persons who behave in a disruptive manner or cause damage to library property
- c. suspending library privileges for breaches of the rules, and
- d. regulating all other matters connected with the management of the library and library property.

Everyone is expected to respect and abide by this Code of Conduct, Library policies and procedures, and all applicable municipal, provincial and federal laws, codes, rules and regulations. Library staff reserve the right to contact local law enforcement when deemed necessary.



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This Code of Conduct applies to all library services regardless of whether they occur in-branch, at locations within the community, in virtual Library spaces such as social media, or by telephone.

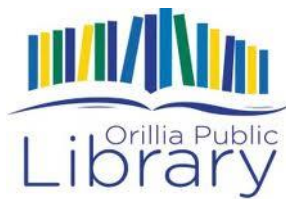
#### **4. Procedure**

The Library's priority is to ensure a positive experience for Library users. This can be achieved when everyone behaves with respect towards one another. Library users will be expected to consider the impact of their actions on others in the Library and to refrain from behaviours that disrespect, intimidate, or threaten others' safety and well-being.

#### **Section 1 - Expectations of Behaviours**

Library staff and patrons are expected to treat one another with mutual courtesy and respect and follow the rules of the Library as outlined below:

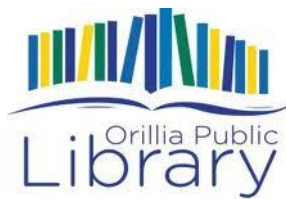
- a. Violent, threatening, abusive, discriminating, or harassing language or conduct of any kind will not be tolerated and may result in a suspension and/or police being called. Disruptive or intrusive behaviour, persistently arguing, and displaying belligerence towards other patrons and staff is also not allowed. No patron shall disturb, obstruct, fight, or interfere with any person's comfort and use of the Library.
- b. Directions given by Library staff must be followed. Library staff have the authority to maintain order, to ensure the safety of staff and patrons.
- c. Damage, misuse, or theft of Library materials, equipment and property is not allowed. Interfering with the designated use of computers and networks is also not allowed. This includes receiving or displaying text, images, graphics, or



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materials that are illegal, obscene, or offensive. Patrons on public computers or using Wi-Fi in the Library must comply with the Library's Internet Use Policy.

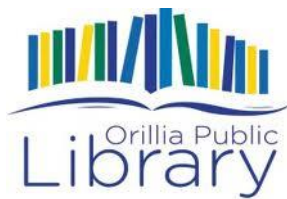
- d. Library property should be respected. Examples include:
  - i. Feet should not be placed on chairs or tables.
  - ii. Library furniture must not be rearranged.
  - iii. Only one person may occupy a chair at one time.
- e. Bicycles are not allowed in the building apart from patrons bringing their bicycle inside to check out a bike lock. The use of skateboards and scooters are not permitted in the Library. If a patron has one in their possession, the wheels must be always kept off the ground. Running in the building is also not allowed.
- f. Children 10 years of age and older may be on the premises unattended; children under 10 must be supervised by someone 12 years of age or older.
- g. Access to the Family Department is limited to children and youth, adults accompanying children, or adults seeking materials or accessing information that are available in the Family Department.
- h. Personal belongings should not be left unattended or stored in the Library.
- i. Patrons may consume food and beverages in the Library. However, it is not acceptable to consume food/beverages in a way that creates an unclean space, disturbs others, or is likely to soil or damage Library equipment, furnishings, or resources, (including public computers.) Patrons must dispose of their garbage when finished consuming food and/or drink.
- j. Noise of an excessive nature should not inconvenience others who are browsing, reading, or working in the Library. Patrons shall not engage in loud or boisterous conduct or physical intimacy. Patrons may not use amplified sound on their



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devices/laptops/public computers (e.g., not speaking on speakerphone); headphones must be worn.

- k. Smoking and vaping are prohibited on Library property.
- l. Alcoholic beverages and drugs are not permitted in the Library or on Library property, unless during an event with appropriate permits. Patrons may not consume alcohol, be drunk or disorderly, or use illicit drugs.
- m. Sleeping is not permitted to ensure the well-being of all patrons. The Library has a Human Service Coordinator who can provide assistance with social services, including information on shelters/housing, food, or health services.
- n. There may be no more than one adult at a time in a washroom stall or single-use washroom, except for support workers/caregivers who may accompany those in need. Patrons may not use washrooms for bathing or washing clothes or personal belongings. Patrons may not loiter in the washrooms and must leave them in a clean condition. Library materials are not permitted in washrooms.
- o. Canvassing, selling, soliciting, or distributing materials is not allowed unless permission has been granted by a Library manager.
- p. Library telephones may not be used by patrons to make or receive personal phone calls. Requests for a taxi to be called at the Check Out Desk are acceptable and in cases of an emergency, as determined by Library staff, emergency services can be called.
- q. Animals, other than service animals and support animals (with supporting documentation), shall not be brought into the Library.
- r. Library materials must be checked out. Library staff reserves the right to inspect the bags or parcels of any patron.

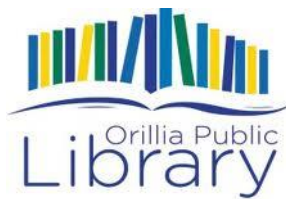


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- s. Appropriate attire, including shirts, bottoms, and shoes, shall be worn.
- t. Monopolizing Library space, seating, tables, or equipment to the exclusion of other patrons is not permitted. Patrons must not obstruct entrances or exits and personal belongings must not impede passageways.
- u. Visitors who wish to take photographs or use other recording devices must obtain permission from a Library manager and may not include other patrons without their consent.
- v. Patrons must leave the building at closing time and during emergencies as directed.
- w. All municipal, provincial, and federal laws, codes, rules, and regulations must be followed.

## **Section 2 – Enforcement: Exclusion and Appeals**

- a. Library staff will apply these rules in a fair and respectful manner for the benefit of all. Staff will inform the customer of how they violated the Code of Conduct/Library Policies.
- b. Anyone choosing to disrespect the policies of the library and/or refusing to modify their behaviour will be asked to leave the library. Continued problems with following policies and the Code of Conduct may result in any of the following:
  - i. Suspension of Library privileges.
  - ii. Exclusion from the Library for a specified period of time or permanently.
  - iii. Cost-recovery charges.
  - iv. Prosecution.



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- c. The Library has the discretion to determine whether to exclude an individual and the length of the suspension or to serve a trespass. The decisions will be based on the severity of the behaviour and patterns of persistent disregard of the Code of Conduct.
- d. A person has the right to appeal a letter of trespass in writing to the CEO. No such appeal process is available for letters of suspension.
- e. The Library is committed to regularly reviewing the Code of Conduct and its applications.

### **Related Documents**

- Orillia Public Library: Children in the Library (OP-10)
- Orillia Public Library: Letter of Suspension Template
- Orillia Public Library: Letter of Trespass Template
- [\*\*\*Public Libraries Act, R.S.O. 1990\*\*\*](#)