



# Brockville Public Library

## Code of Conduct | Respect for Others | Responsibility for Actions

Everyone is welcome at the Brockville Public Library (BPL).

The Library is dedicated to providing an accessible, inclusive, comfortable and welcoming place for everyone to meet and interact. Library employees make every effort to apply these guidelines in a fair, dignified and respectful manner.

We ask for your cooperation in maintaining a welcoming environment for everyone to enjoy while using BPL facilities, collections and services.

As our customer, you can expect BPL 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 BPL you will:

1. respect the rights of all Library customers to share a common space.
2. ensure the care, safety and behaviour of your children (see Children in the Library 12-8).
3. be courteous and respectful to others.
4. follow Library practices and procedures.
5. treat Library materials and resources with care.

### Guidelines

1. These are the conduct expectations for ensuring the comfort and safety of everyone:
  - Please use respectful language and respect the rights of others to work and enjoy the Library. Abusive, coarse, violent, or harassing language or behaviour towards fellow Library customers or employees will not be tolerated.
  - Minimize distracting noises.
  - Use Library materials, computers, equipment and furniture with respect and care and only for their usual and intended purposes. Interfering with the designated use of computers and networks is not permitted. (See Information Services Policy 16: Internet Policy 16-18).
  - Supervise your children or other individuals in your care. Children under the age of 10 years are not to be left unattended in the Library. (See Facility 12 - 7).



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- Visiting the Library with your guide and/or service animal is welcome. Service animals should wear their vests for identification. (See Accessibility Policy). Other animals and pets are not permitted. Exceptions may be made for special programs and events with pre-authorization by the CEO.
  - Protect your personal items as the Library is not responsible for their loss.
  - Stealing and/or vandalizing Library property will be subject to prosecution.
  - Use authorized entrances and exits only and respectfully keep clear of any areas designated as “Employees Only.”
  - Complying with *Canadian Copyright*, licensing agreements and other intellectual property rights is legally required.
  - Obtaining written permission before posting materials, taking photographs, filming or recording is required.
  - Canvassing, soliciting, selling items, or distributing unauthorized material is not permitted in the Library.
  - Wear appropriate attire, including shirts and footwear, while in the Library.
  - The Library is a scent-free environment. Also, interfering with customers’ use of the Library through lack of personal hygiene is not acceptable.
  - Bathing, shampooing and/or doing laundry in the Library washrooms is not tolerated.
  - Enjoy food in containers and covered drinks in designated areas of the Library.
  - Smoking, drinking alcohol or using illegal drugs are not permitted in or around the Library premises. If smoking outside, please remain 9 metres away from the Library entrances and exits.
  - Using cell phones is permitted. Please set cell phones to vibrate or mute. Use the Buell Street lobby for telephone conversations.
  - Use your sports equipment off-site and away from the Library interior or exterior premises.
  - Permit inspection of personal bags by Library employees when leaving the Library.
  - Please report infractions to the above guidelines to a BPL employee immediately.
2. Anyone who violates BPL policies and refuses to modify disruptive behaviour on Library premises will be asked to leave. Anyone who shows disrespect to other Library customers or employees on the phone – or through any other means of communication – may have their Library access and privileges suspended.
  3. Library employees will contact police in the event of any threat or perceived threat to anyone.
  4. 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*.
  5. Appeals of decisions under the above rules may be made in writing to the Chief Executive Officer.
  6. A person issued with a trespass notice may appeal the notice by submitting a written request to appear before the Board. (Facility Policy 12 – 12)