

Bancroft Public Library Board operating as **North Hastings Public Library
Policies, Procedures, Bylaws, Governance and Operating Guidelines**

Policy Type:	Operational	Policy Number:	OP-03
Policy Title:	Code of Conduct (Public)	Initial Policy Approval Date:	June 2018
		Last Review/Revision Date:	Sept. 2018
		Year of Next Review:	2020

The North Hastings 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. Please:

Be respectful of others.

- Speak and work at a soft volume.
- Set your mobile device to vibrate or mute.
- Follow the Internet Services Policy while using the Internet.
- Refrain from foul, abusive, or discriminatory language or actions.
- 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. Solicitation is not permitted in the Library.
- Get permission of people in photos or videos you are taking. Parents or guardians must provide permission for children.
- Respect others with sensitivities to scents and limit the use of scented products.
- Wear proper clothing and footwear.
- 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.

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Code of Conduct (Continued)

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 North Hastings 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.