

# Madawaska Valley Public Library Policy Manual

**Policy Type: Operational**

**Policy Number: OP- 04**

**Policy Title: Code of Conduct for the Public**

**Initial Approval Date: Feb 2020**

**Review Date: 2024**

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The Township of Madawaska Valley 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”*

## **Section 1: Code of Conduct for the Public**

Our top priority is to ensure a safe and welcoming place for everyone to enjoy. Please follow these rules, and Library staff will make every effort to apply them fairly to ensure a positive experience for all library users:

Be respectful of others.

- Use only respectful and acceptable language.
- Speak and work at a soft volume.
- Set your mobile device to vibrate or mute.
- Follow the Internet Services Policy while using the Internet. (*see OP-09*)
- Refrain from foul, abusive, or discriminatory language or actions.
- Respect the sensibilities of others when viewing materials in the Library.
- Share seating, workstations, and tables with others.
- 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.
- Attend to and supervise children or other individuals in your care.
- Report disruptive behaviour to a Library staff member.

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Be respectful of Library property.

- Use the Library's materials, computers, equipment, and furniture with care and only for their intended purpose.
- 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.
- Enjoy cold food and covered drinks in designated areas of the Library.

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.
- If you break any laws, we will call the police.

## **Section 2: Suggestions**

1. Suggestions should be given in written format to ensure that appropriate action can be taken, if feasible.
2. All suggestions will be reviewed by the CEO in a timely manner to determine validity and whether the suggestion can be implemented or not.
3. If a response is warranted, the CEO will contact the person directly.

## **Section 3: Complaints**

1. Complaints should be presented in written format, unless the situation warrants otherwise:
  - a) The complainant should speak with a staff member immediately, who may refer the matter to the CEO.
  - b) If the complaint cannot be resolved through mutual discussion, the complainant will be requested to submit the complaint in writing:
    - i) Details of the complaint should be clear, providing relevant information such as date and description of the issue, and what the complainant is looking for as a resolution
    - ii) Contact information of the complainant should include name and telephone number(s).

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- c) The complaint will be forwarded to the CEO and/or the Board for resolution in a timely manner.
- d) The complainant will be contacted by either the CEO or the Board once a resolution has been determined. Further discussion may take place between the complainant and the CEO/the Board to ensure the resolution is mutually acceptable.

### **Section 4: Code of Conduct for the Public – Exclusion and Appeals**

The policy outlines the Code of Conduct (Public) for the Township of Madawaska Valley Public Library. We ask that you respect this Code of Conduct (Public) 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 (Public), 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. Staff will take into consideration the severity of the misconduct, the circumstances surrounding the incident and any mitigating factors.

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**

**Policy Number OP-02** Safety, Security, and Emergency in the Library

**Policy Number OP-09** Use of Internet & Electronic Media

**Policy Number OP-17** Meeting the Requirements of the AODA Regulations