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# St. Marys Public Library



Policy Type: **Operational Policy**

Policy Number: **OP-12**

Policy Title: **Public Code of Conduct**

Policy Approval Date: **January 2020**

Policy Review Date: **April 2023**

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## 1. Objective

- 1.1 The St. Marys Public Library is committed to maintaining the highest standards of professional and user-oriented excellence consistent with its core values. The Code of Conduct is established to ensure the public adhere to this code of conduct in order to produce an inviting, encouraging and impactful experience for all users;
- 1.2 The Public Code of Conduct encourages behaviours appropriate to the protection of library materials, property and members within the library. It is enforced for the comfort and protection of all persons using the library space and services;
- 1.3 This policy applied everywhere the Library conducts business, whether on Library property, within the community or through the Virtual library and its social media accounts; and
- 1.4 It is the Library Board's intrinsic belief that everyone has the right to enjoy the services offered at the St. Marys Public Library without disturbance, in an environment that is mutually respectful and courteous, and one that creates a safe and inviting atmosphere that is conducive to life-long learning, creative expression and barrier free.
- 1.5 All Staff are expected to, and be aware of, the Staff Code of Conduct and related policies, which should be read in conjunction with the Town of St. Marys *Team Member Code of Conduct*.

## 2. Policy Statement

- 2.1 This Policy is designed to ensure that each Library user experiences a welcoming environment conducive to Library use, whether that use is reading, computer use, studying, participating in a Library program or any other services offered by the St. Marys Public Library.

## 3. Creating a Respectful Environment

- 3.1 Everyone is welcome at the St. Marys Public Library. The Library strives to maintain a welcoming environment conducive to the enjoyment of all Library services;
- 3.2 Staff will make every attempt to apply these rules in a fair, dignified and positive manner for the benefit of everyone;
- 3.3 The Library expects the following:
  - a. Use respectful language and display good conduct. Abusive, coarse, violent, harassing or discriminating language or actions will not be tolerated under any circumstance. This includes but is not limited to physical, sexual or verbal abuse;

- b. Animals may not be left unattended. Only guide and/or service animals are welcome inside the St. Marys Public Library;
- c. Posting notices, distributing circulars or petitions, soliciting or engaging in any commercial activity on library property must not be conducted without prior written approval of the CEO/Chief Librarian;
- d. There is a zero tolerance for drug and alcohol use on the Library property. Persons under the influence of intoxicants may be asked to leave or may be removed
- e. No tobacco, e-cigarettes, or vaping is permitted in the Library facility. Members of the public who wish to do so must be seven (7) metres from any entrance of the Public Library;
- f. Respect individuals with sensitivities to scents and limit the use of fragrances. Pay proper attention to personal hygiene at all times;
- g. Wear appropriate attire, including shirts and footwear. Persons who do not follow this will be asked to leave the premise until appropriate attire is worn;
- h. No use of Library property for living or accommodation purposes except under emergency circumstances as determined by the municipality or the Library CEO/Chief Librarian; and
- i. Patrons to report disruptive behaviour to a St. Marys Public Library staff member immediately.

#### **4. Respecting Library property**

4.1 It is expected that patrons or members of the community:

- a. Use provided materials, computers, equipment, and furniture with respect and care;
- b. Respect the Technology at the St. Marys Public Library while using the Internet, social media tools, and e-Resources;
- c. Check with staff as to restrictions, if any, on consuming food and/or refreshments in the Library. Always ensure proper disposal of waste;
- d. Library materials may not be taken into washrooms;
- e. Are not allowed in staff areas without permission;
- f. Keep aisles and corridors clear so as to not interfere with the free passage of others. Large equipment (e.g. carts and strollers) or bulky material (e.g. bags and clothing) must not hinder emergency evacuation or wheelchair access;
- g. Park bicycles, scooters or small motorized vehicles outside the Library in designated locations at the Queen Street entrance. Small items such as skateboards or roller blades may be brought in but cannot be used inside the Library or on the Library front sidewalk;
- h. Use sports equipment off Library premises; and
- i. Do not photograph, film, or video record, without prior approval of the CEO/Chief Librarian.

#### **5. An Environment of Safety**

5.1 In order to foster an environment of safety, patrons shall:

- a. Supervise all individuals, especially children, for whom you are responsible. Do not leave child or vulnerable adults unattended;
- b. Keep your belongings safe with you. The Library is not responsible for lost, damaged or stolen personal belongings;
- c. Follow emergency procedures. Leave the building when requested by staff in case of fire, fire drills, or other emergencies;
- d. Do not engage in activities that would contravene any St. Marys Public Library policy including this Code of Conduct;
- e. Follow all municipal, provincial and federal laws, codes, rules and regulations;
- f. Follow the instructions of St. Marys Public Library staff; and
- g. Access only public designated areas during normal open hours. Do not stay in the Library when the Library is closed for business.

#### **6. Failure to Comply**

6.1 In accordance with the *Public Libraries Act*, R.S.O. 1990, C. P44, s23(4)(c), the Board has legal authority to develop and enforce rules “for the exclusion from the library persons who behave in a disruptive

- manner or cause damage to library property”;
- 6.2 Individuals who engage in any inappropriate behaviour, as defined in this policy, may be removed from the Library premises, depending on the severity;
  - 6.3 A “Letter of Warning” may be send to an individual advising them of the appropriate behaviour. If necessary, a “Letter of Trespass” will be sent to the individual(s) who violate the Library Board’s Code of Conduct. A copy will be forwarded to the Stratford Police in St. Marys.
  - 6.4 The length of any ban will be determined by the Chief Executive Officer; and
  - 6.5 In addition to any other measures taken, where any damage to Library property has occurred, the individual(s) responsible will be required to reimburse the Library for all costs associated with any repairs, an administration fee, as well as any lost revenues or where appropriate, be required to repair the damage.

## **7. Related Documents**

*Public Libraries Act, R.S.O. 1990, c. P44*  
*Ontario Human Rights Code, R.S.O. 1990, c.H.19*  
*Occupational Health and Safety Act, R.S.O 1990, c. O.1*  
*Municipal Freedom of Information Protection of Privacy Act, R.S.O. 1990, c. M.56*  
*Privacy and Access to Information Policy, St. Marys Public Library Policy*  
*Public Internet Use Policy, St. Marys Public Library Policy*  
*Safety and Emergencies Policy, St. Marys Public Library Policy*  
*Staff Code of Conduct, St. Marys Public Library Policy*  
*Respect in the Workplace, Town of St. Marys Policy*

## **8. History**

Date of Latest Board Approval: January 2020  
Date(s) of Revision(s): N/A  
Date of next scheduled review: April 2023