
Callander Public Library



Patron Code of Conduct

Policy Type:	Operational	Initial Policy Approval Date:	December 6, 2023
Policy Title:	Patron Code of Conduct	Last Review/Revision Motion:	
Policy Number:	OP-09	Last Review/Revision Date:	
Initial Motion:	2023-12-69	Year of Next Review:	

Purpose:

The Callander Public Library provides equitable access to library 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”

Policy Statement:

Within this context, our top priority is to ensure a positive experience for our library users while in the library.

Be respectful of others:

- Speak and work at a reasonable and respectful volume.
- Set your mobile device to vibrate or mute.

- Follow the *Internet and Technology Use in the Library Services OP-14* policy while using library technology or the internet in the library.
- Refrain from foul, abusive, or discriminatory language or actions. See *Workplace Anti-Violence, Harassment and Sexual Harassment Policy, Municipality of Callander* and *Exception to the Workplace Anti-Violence, Harassment and Sexual Harassment Policy passed by the Municipality of Callander HR -04*.
- Respect the sensibilities of others when viewing materials in the Library.
- Bring in only registered guide or service animals.
- Obtain permission from the CEO or designate 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 waste in designated areas.
- 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.

Be safe:

- Keep your belongings with you as the Library is not responsible for lost, damaged, or stolen items.
- Leave the building in case of fire, fire drills, or other emergencies.
- Follow the instructions of Library employees or volunteers.

Code of Conduct – Exclusion and Appeals

This policy outlines the Code of Conduct for the Callander 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 equitable 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 they 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 to the CEO, during the period of exclusion.

Related Documents:

Workplace Anti-Violence, Harassment and Sexual Harassment Policy, Municipality of Callander

*Exception to the Workplace Anti-Violence, Harassment and Sexual Harassment Policy passed by the Municipality of Callander **HR -04***

*Internet and Technology Use in the Library Policy **OP-14***