



Peterborough Public Library

To: Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: May 14, 2019

Subject: Report PPL19-023
Library Code of Conduct

Purpose

A report to provide the Library Board with a copy of the Library Code of Conduct to revise and review.

Recommendations

That the Library Board approve the recommendations as outlined in Report PPL19-023 dated May 14, 2019, of the Library CEO as follows:

- a) That Report PPL19-023 be received for information; and,
- b) That the revised Library Code of Conduct (2019) be adopted.

Budget and Financial Implications

There are no budget or financial implications resulting from the approval of the recommendation of this report.

Background

The Library's Code of Conduct (see Appendix A) was last revised in 2015 and updated language is needed.

A revised copy of the Code of Conduct 2019 is attached for consideration (See Appendix B).

The Code of Conduct is currently posted on the Library website and staff members can provide members of the public with a copy. The updated Code of Conduct will be posted in appropriate places throughout the library.

Submitted by,

Jennifer Jones
Library CEO

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Attachments:
Appendix A - Library Code of Conduct 2015
Appendix B - Revised Library Code of Conduct 2019

Appendix A - Library Code of Conduct 2015

Code of Conduct Policy	Community	Effective	June 30, 2015
Department	Services	Date	
Division	Arts Culture & Heritage	Approval	Library Board
Section/Facility	Public Library	Level	
		Policy #	

Purpose

The primary purpose of the Code of Conduct policy is to provide direction to library members on appropriate behavior on library property.

Application

This policy and related procedures apply to all persons on library property.

The Policy

Our library is a unique gathering place for the promotion of literacy, life-long learning and the exchange of ideas. We welcome people of all ages and abilities. As a public library, we respect your individual rights, while recognizing that they must be balanced with the rights of others, including library staff and other library patrons.

To ensure a happy, healthy and safe environment for everyone in the library please:

- Follow the policies and procedures that have been developed for the fair and consistent delivery of our services.
- Directly supervise individuals in your care.
- Dress in a publically acceptable manner, including both clothing and footwear.
- Advise library staff of inappropriate activity or violations of the Rules of Conduct that you witness.
- Be polite and civil to library staff and other patrons.

Thank-you for not:

- Damaging, stealing, and misusing any library, staff, or patron property.
- Engaging in any form of behavior that is disruptive, or prevents other patrons from enjoying the library.
- Using library computers to access pornography, or other inappropriate sites.
- Possessing, be under the influence of, alcohol (except during licensed events) or controlled substances on library premises.
- Using electronic devices without earphones in a disruptive way inside the library.
- Soliciting, selling, or engaging in any illegal activity or unauthorized commercial activity.
- Taking library materials into the public washrooms, and/or using the washroom for bathing or washing clothes.

- Exhibiting personal hygiene which is offensive and/or a health risk to others.
- Bringing animals, other than assistive animals, into the library, or leaving animals unattended at library entrances.

Consequences

Depending on the severity and frequency of the violation, the Library may:

- Request proof of identity
- Inspect your bags, briefcase, purses, etc.
- Request you to stop the inappropriate activity
- Take away relevant library privileges
- Fine you for repairs/replacement costs
- Advise the appropriate authorities
- Pursue legal action
- Ban you from the library property
- Take other appropriate actions

Authority: **Public Libraries Act, Trespass to Property Act, Criminal Code** of Canada

Approved by the Library Board June 30, 2015.

Appendix B - REVISED Library Code of Conduct 2019

Library Code of Conduct (2019)

The Library Code of Conduct encourages behaviour that supports the Library's mission and values. It applies everywhere the Library conducts its business; whether on Library property, in the community, over the phone or email, or through our website.

Our library is a unique gathering place for the promotion of literacy, life-long learning and the exchange of ideas. We welcome people of all ages and abilities. As a public library, we respect your individual rights, while recognizing that they must be balanced with the rights of others. Our goal is to deliver excellent service in a shared space that is welcoming and safe for our members and our employees.

The Policy

Everyone has the right to enjoy the services of the Library without disturbance. We ask your cooperation in maintaining this positive environment, and that you respect the Library Code of Conduct and follow all Library policies.

Be respectful and considerate of others.

- Speak and work at a soft volume.
- Set your mobile device to vibrate or mute.
- Refrain from foul, abusive, or discriminatory language or actions. They will not be tolerated.
- Respect the sensibilities of others when viewing materials in the Library.
- Bring in only registered support or service animals.
- Respect others with sensitivities to scents, and limit the use of scented products.
- Wear proper clothing and footwear.
- Pay attention to personal hygiene.
- Refrain from sleeping for long periods of time in the Library.
- Refrain from consuming or being under the influence of controlled substances on library premises.
- Report disruptive behaviour to a Library employee.
- 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. Photos and videos cannot be taken in washrooms or in children's areas (unless permitted by the parent/guardian).

Be respectful of Library property.

- Use the Library's materials, computers, equipment, and furniture with care.
- Check with Library employees if there are restrictions on what and where you can eat.
- Tidy up after yourself. Recycle and throw out your garbage in the bins provided.
- Keep aisles, hallways, and spaces around you clear so that others can easily access them.
- Park bicycles, scooters, and other 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 entrances.
- Staff areas are designated for Library Staff use only.

Be safe.

- Supervise those in your care at all times.
- Allow inspection of personal bags or cases when requested by library or security staff.
- Keep your belongings with you. The Library is not responsible for lost or stolen items.
- Follow the instructions of Library employees or security staff.
- Leave the building in case of fire, fire drills, or other emergencies.
- Follow all municipal, provincial and federal laws, codes, rules, and regulations.

Library employees make every effort to apply these policies in a fair, respectful, and positive manner for the benefit of everyone. Anyone choosing to disrespect the policies of the Library and refusing to modify their behaviour will be asked to leave. This could result in suspension of Library privileges, eviction from the Library, cost-recovery charges, and/or prosecution.