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Point of Contact: Kathy Williams, Director of Public Services		

Personal Conduct Policy

Policy Statement

The City of Pickering Public Library provides equitable access to services to meet the needs of Pickering residents. The Library preserves and promotes access to knowledge, experience, information and ideas in a welcoming environment. Everyone has the right to equitable treatment with respect to the access and use of the Library’s services and facilities without discrimination or harassment on the basis of sex, sexual orientation, race, colour, ethnic origin, creed and all other grounds set out in the Ontario Human Rights Code. Discrimination and/or harassment will not be tolerated under any circumstances. These rules are intended to prevent such conduct and to ensure the dignity and safety of the public and the staff and to maintain the security of library property without disruption to library services.

Any behaviour that does not support a welcoming environment and/or violates the Rules of Conduct may result in cost-recovery charges, suspension of library privileges, exclusion from the Library on the basis of the Ontario Trespass to Property Act and prosecution.

The Library asks for your cooperation in maintaining a welcoming environment conducive to study and enjoyable use of the Library. Staff make every effort to apply these rules in a fair, dignified and positive manner for the benefit of all.

Policy Principles

In order to keep City of Pickering Public Library sites friendly and safe, we ask our visitors to observe the following:

1. Always wear non-medical face masks while inside Library facilities during the COVID-19 pandemic.
2. Dress appropriately, wearing both shirt and footwear.

3. Do not bring animals into the Library. Exceptions are made for service animals and animals brought in for Library programs.
4. Do not solicit, canvass, sell, distribute, post or promote unsolicited materials, or ask for donations.
5. If you are taking photographs in the Library, please do not take photographs of another individual without obtaining their consent. Be respectful and do not capture the images of other people in the background of your photograph if they do not want to be in your photograph.
6. Do not use offensive or threatening language or gestures.
7. Be conscious of the fact that we are a scent reduced environment.
8. Supervise children if you are a parent or guardian, and do not leave young children alone in the Library.
9. Noise should be at an appropriate level for the situation.
10. Our staff and agents will treat you with respect and we ask that you do the same for them.
11. Refrain from damaging library property in any way.
12. Make sure you check out all materials on your library card. Buildings have security systems for books and other items; if the alarm sounds please return to the staff desk. On occasion, we may need to search bags and cases, but will do so with respect for the visitor's property.
13. Keep the Library clean by throwing out any trash that you create.
14. Do not eat food or drink in the Maker Space if there is any equipment on the table that you are sitting at.
15. We want all of our visitors and staff to feel comfortable in the Library. Occasionally this means we have to ask people to leave if they are disturbing others or behaving inappropriately. This includes but is not limited to:
 - Endangering health and safety;
 - Disruptive or threatening behaviour;
 - Accessing internet material which is illegal or refusing to shut down a site that is offensive in a public setting;
 - Offensive or threatening language;
 - Damaging library facilities, equipment or materials.

Responsibilities

- All Library staff have the authority to both enforce and make exceptions to library rules, in a manner which ensures the overall comfort and safety requirements of the Library, its clients and staff.

For further information please contact: Kathy Williams, Director of Public Services, Pickering Public Library at 905-831-6265 ext. 6251 or email kathywilliams@pickeringlibrary.ca

Alternate formats of this document are available upon request.
Please speak to Library staff for assistance.