

Policy No.: P09

Policy Title: Code of Conduct (formally called Personal Conduct)

Date Originated:

Date Last Reviewed/Revised: January 2024

Point of Contact: CEO / Director of Public Libraries

1. POLICY STATEMENT

The Library's Code of Conduct encourages behaviour that supports Pickering Public Library's mission and values. It applies everywhere the Library operates, whether on Library property, in the community, over the phone or email, or through our website and social media.

Our Library is a unique gathering place for the promotion of literacy, life-long learning, and the exchange of ideas where all are welcome. 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 clients and our staff.

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

2. POLICY PRINCIPLES

1. Code of Conduct

Let's work together to create a welcoming and safe Library experience we can all enjoy. When engaging with the Library in person or online, please:

- Respect others.
- Take responsibility for those in your care during your visit.
- Dress appropriately for public space. Medical masks are permitted. Full face masks are not permitted.

- Be courteous, remembering that others want to enjoy the Library as much as you do.
- Respectfully use furniture, equipment, and spaces for their intended purposes.
- Keep all valuable personal items with you. The Library is not responsible for lost, damaged, or stolen items.
- Bring in only guide dogs or service animals.
- Leave bicycles and scooters outside the Library.
- Avoid strong scents and limit odours that can negatively impact others.
- Follow the instructions of Library or security staff.
- Leave the building in case of fire, fire drills, or other emergencies.
- Follow all Library policies and statements.
- Follow all municipal, provincial, and federal laws, codes, rules, and regulations.

2. Unacceptable Behaviours

To ensure a positive Library experience for everyone, some behaviours are unacceptable and will not be tolerated, including:

- Abuse or harassment of any kind towards others.
- Discriminatory language or behaviours.
- Intoxication or using intoxicating substances, smoking, or vaping.
- Illegal activity.
- Soliciting, canvassing, selling, distributing, posting, or promoting unsolicited materials.
- Carrying or using a weapon.
- Sleeping for prolonged periods of time.
- Damaging or stealing Library property.
- Bringing in personal items that will interfere with others' use of the space.
- Trespassing into restricted areas, or anywhere on Library property if you have been excluded.

3. Responsibilities

We are all responsible for upholding this Code of Conduct and keeping our Library welcoming and safe for all.

Anyone choosing not to follow the Code of Conduct or refusing to modify behaviour will be asked to leave. Continued disregard of the Code of Conduct

could result in suspension of Library privileges, exclusion, cost-recovery charges, and/or prosecution.

4. Authority

- [Public Libraries Act](#)
- [Trespass to Property Act](#)
- [Criminal Code of Canada](#)

Alternate formats of this document are available upon request.

Please speak to Library staff for assistance.