

**Policy No.:** P09

**Policy Title:** Code of Conduct

**Date Originated:** May 2023

**Date Last Reviewed/Revised:** April 2024

**Point of Contact:** CEO / Director of Public Libraries

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## POLICY STATEMENT

The Pickering Public 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, during online events, or through our website and social media.

The mission of the Pickering Public Library ("Library") is to inspire a thriving community and be a place where everyone comes together to discover, learn, play, and connect. As a public library, we strive to provide safe and equitable spaces where every person is included, respected, and valued.

We ask for your cooperation in maintaining this positive environment, respecting the Library's Code of Conduct, and following all Library policies.

## POLICY PRINCIPLES

### 1. Code of Conduct

- Let's work together to create a welcoming and safe Library experience we can all enjoy:
  - **Respect others:** Treat everyone with kindness and consideration.
  - **Use inclusive language and behavior:** Let's use language and behavior that includes everyone and celebrates our differences. Discrimination has no place here.

- **Take care of those with you:** Look out for the well-being of those you're responsible for during your visit.
- **Keep your belongings safe:** Ensure your valuables are always with you.
- **Dress for a public setting:** Footwear is required. Medical masks are permitted. Full face masks are not permitted.
- **Guide dogs or service animals are welcome:** Please bring your service animal's documentation when you visit.
- **Do not bring in drugs or alcohol:** Drinking, drug use, vaping and smoking are not permitted.
- **Leave bikes, scooters, carts, and other large personal items outside:** For safety and space considerations, please park them outside.
- **Mind strong scents:** Let's be considerate of others by avoiding strong odours.
- **Respect the space:** Do not solicit library clients or post materials without permission.
- **Prioritize safety:** Keep the library a weapon-free zone for everyone's peace of mind.
- **Stay active and engaged:** Enjoy the library's resources and activities without extended periods of sleep.
- **Respect library property:** Treat furniture, spaces, and equipment with care.
- **Follow staff instructions:** If library or security staff provide guidance, let's cooperate for the benefit of everyone.
- **Exit in emergencies:** In case of fire drills or emergencies, follow evacuation procedures promptly.
- **Adhere to library policies:** Follow rules and guidelines set by the Library.
- **Follow the law:** Observe all municipal, provincial, and federal laws, codes, rules, and regulations while at the library.

## 2. Responsibilities

- We all have a role in following the Code of Conduct and ensuring our Library remains a welcoming and safe space for everyone. If anyone needs a reminder about our guidelines, we'll kindly ask them to adjust their behavior.
- If anyone chooses not to follow the Code of Conduct or refuses to adjust their behaviour, we might take more serious action, such as temporarily excluding them from our services and spaces, or asking them to pay for any damages.
- Let's all work together to keep the Library a positive, welcoming, and safe place for all.

### **3. 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.