



Woodstock Public Library Policy

Category:	Public Services
Policy Number:	8.1.1
Policy Name:	Code of Conduct (Public)
Revision:	November 20, 2018
Year of Next Review:	2022

Purpose:

The Woodstock Public Library is a destination for discovery where people gather to learn, create and enjoy. 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. Our top priority is to ensure a positive experience for our library users while in the library or on Library property. Please:

Be respectful of others.

- Speak and work at a soft volume.
- Use cell phones or other technology in a way that does not disturb others.
- Follow the Public Internet Services Policy while using the internet.
- Refrain from offensive, harassing, threatening or discriminatory language or actions.
- Respect the sensibilities of others when viewing materials in the Library.
- Bring in only registered guide or service animals, or animals permitted in Library programming.
- Obtain permission from the Library to distribute literature or post materials on library property. Solicitation is not permitted in the Library or on Library property.
- Respect the privacy of people and staff when filming or recording in the Library by asking their permission before including them in your photos, videos or audio recordings.
- Wear appropriate attire including shirts and footwear; be mindful of offensive body odour and/or strong scents.
- Report disruptive behaviour to Library staff.
- Smoking or using e-cigarettes inside the Library or on Library property within nine metres of any door is not permitted.
- Consuming, using or selling alcohol or drugs on Library property is not permitted.

Be respectful of Library property.

- Use the Library's furniture, equipment, computers and materials with care; sleeping is not permitted.
- Consume food and drink in a responsible way and throw out or recycle your garbage.
- 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.
- Keep aisles, corridors, and spaces around you clear so others can easily access them.
- Permit inspection by library staff of all personal bags and cases upon leaving the Library.
- Use washrooms only for their intended purposes; library materials may not be taken into the washrooms.

Be safe.

- Keep your belongings with you as the Library is not responsible for lost items.
- Leave the building in case of fire, fire drills, or other emergencies.
- Follow the instructions of Library staff.
- Accompany and supervise children or vulnerable adults in your care.
- Carrying weapons or implements that could be used as weapons are not permitted in the Library.

Code of Conduct – Exclusion and Appeals

The policy outlines Code of Conduct for the Woodstock Public Library. We ask that you respect the Code of Conduct and follow all Library policies. Employees will make every effort to apply these policies in a fair, dignified, and consistent 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. Staff will inform the person of how he or she 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 an extension of exclusion, in writing, during the period of exclusion.

Referenced and Related Documents

Document Revision Record

Revision Level	Revision Date	Change
1.0	June 20, 1994	Initial Release
2.0	December 18, 2000	Reviewed & Updated
	March 19, 2001	Reviewed & Updated
	November 19, 2009	Reviewed & Updated
3.0	November 20, 2018	Reviewed & Updated

APPROVAL

CEO	Board Chair	Date
_____	_____	_____
Karen Scott (Acting)	Chris Landry	