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| Section of Policy Manual:<br>Patrons  | Policy No. : PAT-03                                    |
| Subject: Patron Code of Conduct       | Policy Approval Date: February 11, 2021                |
| Year of next review:<br>February 2025 | Last Review/Revision Date:<br>Replaces Policy #42, #48 |

The Gravenhurst Public Library provides free and equitable access to services in a welcoming and supportive environment that is free from discrimination and harassment. This policy is 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. The mandate to set such policy is given under the **Public Libraries Act**, Section 23 (4), which states that the Library Board may make policy for:

- i. the use of library services
- ii. the admission of the public to the library
- iii. the exclusion from the library of persons who behave in a disruptive manner or cause damage to library property
- iv. imposing fines for breaches of the rules
- v. suspending library privileges for breaches of the rules
- vi. regulating all other matters connected with the management of the library and library property

The Gravenhurst Public Library requires the public's 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.

*It is expected that patrons are respectful of others. This includes:*

1. Protecting oneself and others from the spread of communicable diseases by following the current Simcoe Muskoka District Health Unit guidelines.
2. Speaking and working at a soft volume.
3. Setting mobile devices to vibrate or mute.
4. Following the **Internet Services Policy #33** while using the Internet.
5. Refraining from foul, abusive, threatening or discriminatory language or actions.
6. Respecting the sensibilities of others when viewing materials in the Library.
7. Bringing in only registered guide or service animals.
8. Obtaining permission from library staff to distribute literature or post materials on Library property. Solicitation is not permitted in the Library.



9. Getting permission from people in photos or videos that are being taken. Parents or guardians must provide permission for children.
10. Respecting others with sensitivities to scents, and limiting the use of scented products.
11. Wearing proper clothing and footwear. Members of the public must wear shirts, shoes and other appropriate attire.
12. Reporting disruptive behaviour to a Library employee.
13. Refraining from requesting service that is in contravention of the Human Rights Code's prohibited grounds of discrimination ex. gender, racial or ethnic origin, religion or belief, age, disability, sexual orientation or language.
14. No entrance into staff areas including service desks in public areas, staff workroom, staff lunchroom, and storage rooms, without permission.

*It is expected that Library patrons are respectful of Library property. This includes:*

1. Using the Library's materials, computers, equipment, and furniture with care.
2. Eating and drinking is not allowed at any Library computers.
3. Refraining from taking Library materials into the public washrooms.
4. Allowing Library staff to inspect bags, purses or packages if the anti-theft Library security system is triggered.
5. Using receptacles in the Library designated for garbage or recycling.
6. Keeping aisles, corridors, and spaces clear so that others can easily access them.
7. Parking bicycles 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.

*It is expected that Library patrons behave in a safe manner. This includes:*

1. Keeping their belongings with them as the Library is not responsible for lost items.
2. Leaving the building in case of fire, fire drills, or other emergencies.
3. Following the instructions of Library employees.
4. Children requiring supervision under 10 years of age must not be left unattended on Library premises.
5. Adhering to provincial guidelines that require the use of personal protective equipment.



## **Code of Conduct – Exclusion and Appeals**

This policy outlines the Patron Code of Conduct for the Gravenhurst Public Library. We ask that library patrons respect this Code of Conduct and follow 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 behaviour will be asked to leave. Staff will inform the person how he or she has 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**, R.S.O.1990, cost-recovery charges, and/or prosecution.

A person has a right to appeal a letter of exclusion (i.e. Letter of Trespass) or extension of an exclusion, in writing, during the period of exclusion. This appeal will be reviewed at the discretion of the CEO/Chief Librarian.

### **Related documents**

Appendix A: Letter of Trespass Template

Gravenhurst Public Library Policy SER-02 Children's Services

Internet Services Policy #33

**Public Libraries Act**, Section 23 (4)

**Ontario Human Rights Code**

**Ontario Trespass to Property Act**, R.S.O. 1990

Simcoe Muskoka District Health Unit guidelines