

Hastings Highlands Public Library

Policy Type: **Operational**

Policy Number: **OP-18**

Policy Title: **Code of Behaviour**

Policy Approval Date: **September 26, 2013**

Policy Review Date: **September 2015**

Hastings Highlands Public Library Board encourages every individual in the community to access Centre and Library resources and services. In order to provide a safe and welcoming space that operates effectively, efficiently and in accord with Hastings Highlands Public Library Board's values, every individual on these municipal premises is expected to conduct themselves in accordance with the "Code of Behaviour".

Purpose:

The Code of Behaviour describes what is considered acceptable conduct at the Hastings Highlands Centre. Furthermore, the Code of Behaviour allows staff to respond consistently and fairly to all users.

Safety of All:

1. In the case of fire or other emergency, staff instructions must be followed.
2. No smoking or open flame is permitted anywhere inside the Library building.
3. Use of outdoor sports equipment (rollerblades, skateboards) is prohibited on Hastings Highlands Centre (HHC) premises.
4. Bicycles are a welcomed mode of transportation to and from HHC, but should be walked & not ridden, on the HHC grounds. Parking bicycles inside the Library building is not permitted; racks are provided outside.

Safety of Children and Dependent Adults:

1. Parents, guardians or caregivers are expected to supervise and care for dependent children and/or adults while on Library premises.

Mutual Respect:

Generally,

Members of the library public are expected to act with respect and consideration towards other members of the public and to staff.

Behaviour that is illegal, unsafe, disruptive, intrusive, harassing, threatening or otherwise not appropriate in a public place is not permitted.

Specifically,

- Abusive or obscene language is not acceptable.
- Shirts and proper footwear must be worn.

- Food and its consumption are permitted in the Library during approved programs and in specified areas. The drinking and carrying of water (in a covered container) is acceptable. During Library computer or equipment use, however, food and beverages must be securely stored so as not to pose a spill risk.
- Cellular phones should be set to silent or vibrate to minimize disturbing other patrons. Individuals using these devices are expected to speak quietly .
- Deliberate damage, misuse, or theft of Centre/Library equipment, material, or property is not permitted. Users agree to open all bags for inspection by staff, if so requested.
- Animals are not welcome in the Library. However, animals may enter in the Library if they are either :
 - (a) a Registered Service animal at work, or,
 - (b) Participating in a Library program organized to accommodate them.
- Photographing, filming, or videotaping at the Library is acceptable only with prior written consent from staff.
- Use of illicit drugs or unauthorized use of alcohol is not permitted on Library premises.
- Posting notices, brochures, or petitions requires Library staff authorization. No direct solicitation of other members of the Library Public may be conducted on Library premises.
- Staff may regulate the public’s use of space and materials on Centre/Library premises, especially if the safety, free movement or usage of others is restricted.
- Access to “employee only” areas is prohibited unless authorized by staff.

Application:

Library staff endeavour to apply this Code of Behaviour in an equitable manner. When violations occur, staff are obligated to inform violators of appropriate conduct and to state consequences. Those persons who do not follow this Code of Behaviour may be subject to the following:

- Exclusion from the Centre/ Library;
- Suspension of Centre/Library privileges;
- Cost-recovery for damages;
- Prosecution.

Legislation:

Hastings Highlands Centre/ Public Library Conduct of Behaviour has been derived by various federal, provincial, and municipal pieces of legislation, including (but not restricted to):

- Human Rights Code (Ontario)
- Criminal Code (Canada)
- Child and Family Services Act (Ontario)
- Trespass to Property Act (Ontario)
- Public Libraries Act (Ontario)