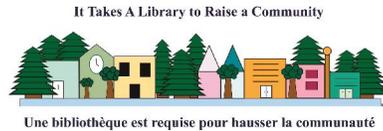


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# Wawa Public Library



Policy Type: **OPERATIONAL**

**Policy Number: OP-08**

Policy Title: **Code of Conduct (Public)**

Initial Policy Approval Date: Nov. 2001

Last Review/Revision Date: Oct. 2020

Year of next review: October 2024

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

- (a) for the use of library services;
- (b) for the admission of the public to the library;
- (c) for the exclusion from the library of persons who behave in a disruptive manner or cause damage to library property;
- (d) imposing fines for breaches of the rules;
- (e) suspending library privileges for breaches of the rules; and
- (f) regulating all other matters connected with the management of the library and library property. R.S.O. 1990, c. P.44, s. 23 (4)

Within this context, our top priority is to ensure a positive experience for our library users while in the library. Please:

Be respectful of others.

- Speak and work at a soft volume.
- Set your mobile device to vibrate or mute.
- Follow the Internet Services Policy while using the Internet.
- Refrain from foul, abusive, or discriminatory language or actions.
- Respect the sensibilities of others while viewing materials in the library.
- Only registered guide or service animals are allowed in the library.
- Obtain permission from library staff to distribute literature or post materials on library property. Solicitation is not permitted in the library.
- Permission must be given prior to taking photos or videos. Parents or guardians must provide permission for children.
- Respect others with sensitivities to scents, and limit the use of scented products.
- Wear proper clothing and footwear.
- Report disruptive behaviour to library staff.

Be respectful of Library property.

- Use the library's materials, computers, equipment, and furniture with care.
- Dispose of garbage.
- Keep aisles and spaces around you clear so that others can easily access them.
- Park bicycles, wagons, and small recreational motorized vehicles outside the library. Small items such as roller blades or skate boards may be brought in but may not be used inside the library or near the entrance. Scooters for accessibility are permitted in the library.

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.

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

The policy outlines Code of Conduct for the Wawa Public Library. We ask that you respect this Code of Conduct and follow all library policies. Staff 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 the right to appeal a letter of exclusion or extension of an exclusion, in writing, during the period of exclusion.