

Hanover Public Library POLICIES

Policy Title:	Code of Conduct Policy	
Policy type:	Operational	
Revision date:	June 26, 2012	Signature of Chair:

POLICY STATEMENT

Hanover Public Library encourages every individual in the community to make use of the Library resources and services. We aim to provide a comfortable environment for all users to have access to Library services without disturbance or threat. In order to provide a safe and welcoming Library that operates efficiently, effectively and in accord with community values, every individual on Library premises is expected to conduct themselves in accordance with the Library Code of Conduct.

CONDUCT OF ALL LIBRARY USERS

WE EXPECT THAT USERS WILL:

Behave in a manner that will not interfere with the ability of others to enjoy, use, study or work in the Library.

Talk and enjoy the company of friends without being noisy, in consideration for other library users.

Use headphones with audio devices, and keep the volume at a level that will not disturb others.

Set cell phones to Silent or Vibrate mode, and leave the library when talking on the phone.

Recognize that disorderly conduct is not acceptable. Disorderly conduct includes brawling or fighting, engaging in offensive, obscene, abusive, boisterous, harassing or noisy actions, or using offensive language which may upset fellow patrons or staff.

Children under 10 need to be accompanied by a responsible parent/guardian/caregiver or sibling, in accordance with Ontario law and Children's Aid Society guidelines. Library personnel are not responsible for children left unattended in the Library.

Wear shirts, shoes and suitable attire when in the Library.

Refrain from wearing excessive scent or odours that may interfere with the enjoyment of the Library by other users, or with the functioning of staff.

Recognize that animals are only allowed in the Library if they are either a Service Animal at work or participating in a Library program organized to accommodate them.

Hanover Public Library POLICIES

Take care of your personal items. The Library is not responsible for items lost or stolen on Library premises.

Enjoy snacks and non-alcoholic drinks with lids in the Library, but not at or near computer tables. Refrain from bringing any peanut products into the library.

Refrain from entering the Library while intoxicated or selling or using alcohol or illegal substances in the Library.

Ask staff before engaging in photography, filming, recording or video.

Get authorization from Library staff before posting notices, handing out written material, asking for donations, conducting surveys or engaging in any commercial activity on Library premises.

Stay in areas of the Library that are designated for users, and not enter staff-only areas.

Refrain from using wheeled toys, sports equipment, skateboards or roller blades in the Library.

For the safety of all users, walk, don't run, in the Library.

Refrain from unauthorized use of, damage to, or theft of Library materials, equipment, or property, including altering or tampering with computers or software.

Plug all portable computers in at designated power receptacles where they do not constitute a hazard to others.

Avoid accessing inappropriate images or web sites, and abide by the Library Internet use policy.

Understand that the Library is part of the Civic building, so all County and Municipal regulations also apply.

CONSEQUENCES:

Anyone who does not abide by these rules may be asked to leave, and their privileges may be suspended by staff.

Continued inappropriate behaviour may be reported to police, and may result in a Trespass Notice.