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Policy Type:	Operational	Policy Number: <b>OP – 02</b>
Policy Title:	<b>Code of Conduct Policy</b>	ARM
Previous versions:	2012	
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## ***OP – 02 Code of Conduct Policy***

### **Purpose:**

Hanover Public Library (HPL) 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. This policy is intended to provide a safe and welcoming Library that operates efficiently, effectively and in accord with community values.

### **Scope:**

Every individual on Library premises is expected to adhere to the Library Code of Conduct.

### **Policy Statement:**

*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 of other library users.

Use cell phones and other technology in a way that will not disturb others. Take calls outside. Use headphones with audio devices, and keep the volume at a reasonable level.

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

Accompany and supervise children in their care in accordance with HPL's Unattended Children Policy and Ontario law. Library personnel are not responsible for children left unattended in the Library.

Wear appropriate clothing including shirt and shoes.

Help us keep our space safe and healthy. Contain coughing and sneezing, and avoid spreading germs in a way that may impact public health.

We encourage users to maintain a reasonable level of personal hygiene.

Refrain from wearing excessive scent or having 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. People with Service Animals may be asked to produce proper documentation.

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

Enjoy snacks and non-alcoholic drinks in containers 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; do not enter staff-only areas.

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

Walk, don't run in the library, for everyone's safety.

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

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

Avoid accessing inappropriate or offensive images or web sites, and abide by the HPL's Internet and Computer Use Policy.

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

### **CONSEQUENCES:**

Anyone who does not abide by these rules may be asked to leave, and their library privileges may be suspended by staff. Continued inappropriate behaviour may be reported to police, and may result in a Trespass Notice and long-term loss of library privileges.

### **Related Documents:**

Hanover Public Library. **OP 01 – Patron Bill of Rights**

Hanover Public Library. **OP 14 - Internet and Computer Use Policy**

Hanover Public Library. **OP 13 - Unattended Children Policy**

Ontario **Child and Family Services Act**, R.S.O. 1990, Chap. C11, sect.79