
Policy Type:	Operational	Policy Number: OP – 02
Policy Title:	Code of Conduct Policy	
Previous versions:	2012, 2018	
Last review/revision date:	November 24 2022	Next review due: 2026

OP – 02 Code of Conduct Policy

Purpose:

Hanover Public Library (the 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. 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. 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 the library's Unattended Children Policy and Ontario law. Library staff is not responsible for children left unattended in the library. (See OP-13 Unattended Children Policy.)

Wear appropriate clothing including shirt and shoes.

Help us keep our space safe and healthy. Avoid spreading germs in a way that may impact public health; for example, contain coughing and sneezing, keep hands clean.

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

Respect 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.

You may enjoy snacks (except for peanut products) and non-alcoholic drinks in containers with lids in the library, but not at or near computer tables.

Not enter the library while intoxicated, or use or sell 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 intended for users; do not enter staff-only areas.

Walk, don't run in the library, for everyone's safety. Refrain from using wheeled toys, sports equipment, skateboards or roller blades in the library.

Unauthorized use of, damage to, or theft of library materials, equipment, or property is not allowed. This includes unplugging, altering or tampering with computers or software.

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

In respect for other users, avoid accessing inappropriate images or web sites that might be disturbing or offensive, and abide by the library'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 12 - Children and Teens Services Policy**

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

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

Ontario **Child, Youth and Family Services Act**, S.O. 2017 Chap.14 sched 1.