Title	Public Code of Conduct
Policy Number	CPL-16-11
Policy Type	Operational
Approval Date	October 19, 2026
Review Date	May 2028
Notes	Originally adopted April 18-2016. Amended April 16-2018, May 11-2020 and May 16-2022, May 13-2024, and May 25-2026.

Purpose

Everyone is welcome at the Library. This Code of Conduct has been adopted to ensure the safety, protection and enjoyment of all those using the Library. The policy will be courteously but firmly enforced by all library staff. The Library is committed to maintaining a safe, supportive and welcoming environment in our physical and virtual branches, where everyone is treated with respect and courtesy.

Guidelines

To provide the best possible experience, everyone visiting a library branch or participating in a library program, either onsite or online, must:

- Treat each other and library staff courteously;
- Respect each other's privacy;
- Respect library property; and,
- Abide by library policies and guidelines.

When visiting a library branch, everyone is also expected to:

- Attend to and supervise children in their care as outlined in the Library's related policy regarding *the Rights and Safety of Children and Teens in the Library (CPL-16-08)*.
- Attend to personal belongings.
- Dress appropriately for a public environment, including wearing shoes and shirts at all times. Clothing must not display content or language that is offensive, discriminatory or may create an unsafe or unwelcoming environment for others.
- Refrain from placing shoes, bare feet or wet swimwear on library furniture.
- Refrain from consuming food or drink near or while using library computers, maker technologies, portable devices or peripherals.
- Abide by any health and safety protocols or directives issued by Public Health authorities.
- As a security measure, visitors may be required to make available for inspection all bags and carrying cases.

Animals are welcome in the Library only if they are either:

- A Registered Service animal at work; or,
- Participating in a library program organized to accommodate them.

Unacceptable behaviours and possible consequences include, but are not limited to:

- Behaviour (including conduct or language) that is disruptive, abusive, harassing, discriminating or threatening to library customers or staff. Anyone engaged in unacceptable behaviour will be asked to leave the building or online forum.
- Violation of the guidelines referenced within the *Caledon Public Library Social Media Policy (CPL-17-19)*.
- Inappropriate use of library technologies including infringement of the *Library's Internet and Technology Acceptable Use Policy (CPL-15-02)*.
    - "The Library's computers, maker and media technologies and other devices and/or connections to the Internet may not be used to access, transmit or create material which violates any Canadian federal or provincial law or for any illegal, obscene or offensive purposes including but not limited to accessing, viewing or disseminating of violent or pornographic images, hate literature, cyber bullying or for the printing, sharing or distribution of copyrighted material (including articles and software) in violation of copyright laws."
- Stealing or damaging Library property; this will result in cancellation of Library privileges and may be subject to prosecution.
- Acting inappropriately while under the influence of intoxicants or illegal substances.
- Smoking or vaping anywhere in or around the Library and surrounding municipal property. (Regional By-law 49-2019)
- The use and/or storage of skates, roller blades, skateboards, bicycles and scooters in the Library.
- Photographing, filming or videotaping without prior approval from the CEO/Chief Librarian or designate.

Contravention of Policy

The Caledon Public Library Board reserves the right to remove the privileges of any library user found in contravention of the Caledon Public Library Board's policies.

The *Caledon Public Library Exclusions, Appeals and Reinstatement Policy (CPL-26-37)* outlines the procedures that Library Staff will follow should members of the public fail to meet the expectations of this Public Code of Conduct, as well as a process for appealing a resulting exclusion. Consequences may include: a warning; a directive to vacate the premises; suspension of library privileges; exclusion from the library facilities; and/or laying of criminal charges. Members of the public may also be held responsible for the cost of repairing or replacing any library property damaged as a result of behaviour or activities that are in contravention of this policy.

Related Documents:

- **The Regional Municipality of Peel By-Law Number 49-2019**, A by-law to prohibit Smoking and Vaping in Outdoor Public Places and Workplaces
- CPL-15-02 Caledon Public Library Internet and Technology Acceptable Use Policy
- CPL-16-08 Caledon Public Library Rights and Safety of Children and Teens in the Library
- CPL-17-19 Caledon Public Library Social Media Policy
- CPL-26-37 Caledon Public Library Exclusions, Appeals and Reinstatement Policy