

Title	Public Code of Conduct
Policy Number	CPL-16-11
Policy Type	Operational
Approval Date	May 16, 2022
Review Date	May 2024
Notes	Originally approved April 18, 2016. Amended April 16, 2018, and May 11, 2020



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 we treat each other with respect and courtesy.

Guidelines

In order 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, including wearing shoes and shirts at all times.
- Refrain from placing shoes or bare feet on library furniture.
- Refrain from consuming food or drink near or while using library computers, 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 only welcome in the Library 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 users 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 and 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 dissemination of violent or pornographic images, hate literature, cyber bullying or for duplication 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 20-2013)
- The use 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.

Failure to comply with this *Code of Conduct* or other library policies may result in consequences deemed by library staff to be appropriate to the behaviour. Consequences may include: a warning; a directive to vacate the premises; suspension of library privileges; prohibition from the library facilities by way of issuing a Notice of Trespass; 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.

Appeal Process:

An appeal or application for re-instatement may be submitted, in writing, to the CEO and Chief Librarian. Library privileges are not automatically re-instated. Only one appeal will be considered during the term of the suspension.

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Related Documents:

- [The Regional Municipality of Peel By-Law Number 20-2013](#), A by-law to prohibit smoking within nine metres of playground areas, outdoor recreational facilities and within nine metres of the entrances and exits to municipal buildings.
- 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