

# **RULES OF CONDUCT POLICY**

**Policy Type:** Operational

**Date of Formal Board Approval:** November 12, 2015

**Review Date:** September 9, 2021

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## **Policy Statement:**

The SDG Library is committed to providing a safe, welcoming, and respectful environment where all individuals can enjoy Library services they wish to access.

In order to provide the best possible experience for Library users, this Policy establishes guidelines for appropriate behaviour while visiting our facilities, and allows staff to respond consistently and fairly to all users.

## **Policy:**

Members of the public must:

- Treat staff and each other courteously;
- Respect each other's privacy;
- Respect Library property, including collections and equipment; and
- Follow Library rules.

Further, visitors are expected to:

- Dress appropriately, including wearing shirts and shoes at all times;
- Consider others' use of the Library by minimizing poor personal hygiene or strong pervasive odors;
- Refrain from excessively loud or disruptive behaviour;
- Leave pets at home, unless they are a registered service animal, or part of an authorized program;
- Obtain staff authorization prior to posting notices or brochures;
- Consume food and beverages only in designated areas, keeping beverages in covered containers;
- Use cellular phones and/or electronic devices in a way that does not disturb other patrons;
- Supervise dependent children and/or adults while on Library premises; and
- Cooperate with any requests from staff. These requests represent the final authority on what constitutes reasonable public behaviour on the premises,

and failure to cooperate may result in suspension of Library privileges and/or expulsion from the Library.

In case of fire or other emergency, staff instructions must be followed.

Behaviour that is illegal, unsafe, intrusive, hostile or otherwise inappropriate in a public place is cause for suspension of privileges and/or expulsion from the Library, with police or social services help, if necessary. This includes, but is not restricted to:

- Entering the Library with any firearm, knife or other weapon with the potential for causing bodily harm;
- Harassing or threatening another person in any way, whether in person, online, or over the telephone;
- Receiving or displaying online images, graphics or materials which are illegal, obscene, or offensive;
- Damaging, stealing, or tampering with Library property or equipment;
- Being under the influence of any intoxicating drug or alcoholic substance on Library property;
- Using any tobacco products, including electronic smoking devices;
- Soliciting funds, panhandling, gambling, selling, advertising or petitioning for contributions or support; or
- Photographing or filming on Library property without prior written approval of the Library.

If a person's Library privileges are suspended for any reason, s/he may appeal the suspension to the Director of Library Services in writing within 14 days of the suspension. The written appeal must be mailed to the SDG Library, 26 Pitt Street, Cornwall, ON K6J 3P2. The Director of Library Services will decide to grant reinstatement or extend the suspension period based on the following criteria:

- circumstances surrounding the suspension;
- the individual's past behaviour; and, where applicable,
- whether the Library has been reimbursed for expenses incurred as a result of the individual's actions.

The SDG Library is not responsible for lost or stolen personal items.

### **Related Documents:**

SDG Library. **2009-02 - Internet Use Policy**

SDG Library. **2009-03 - Unattended Child Policy**