TAY TOWNSHIP PUBLIC LIBRARY

Port McNicoll * Victoria Harbour * Waubaushene

CONDUCT POLICY
POLICY # G-2019-6

1. Conduct of Patrons

The following Rules of Conduct for patrons will be posted in the Library:

Everyone is welcome at the Library. These rules are for the safety and comfort of everyone in the Library. Any disregard of these rules may result in sanctions as per the Criminal Code of Canada, the Public Libraries Act, the Occupational Health and Safety Act, the Trespass to Property Act and the Public Works Protection Act.

1.1. Behaviour which is disruptive, impeding, abusive, insulting, harassing or threatening to Library users and staff is prohibited. Anyone who is seen as a threat to the safety or enjoyment of the Library facilities will be asked to leave.

1.2. Any person who steals or vandalises Library property may be subject to a ban from all Tay Township Libraries and/or subject to legal proceedings.

1.3. Patrons may be required to make available for inspections all bags and carrying cases.

1.4. Parents or guardians are responsible for the supervision of their children. Children requiring supervision (children six year old and under) are not to be left unattended in or about the Library premises.

1.5. There is no smoking anywhere in or on Library premises. Including but not limited to vaping, electronic cigarettes, and cannabis.

1.6. Shirts and shoes must be worn; roller blades, skateboards, etc. are not permitted.

1.7. Animals are not permitted in the Library. This prohibition does not apply to animals in programs approved by the Library or certified service animals.

1.8. Entering and leaving the Library must be via designated public entrances and exits. Do not enter areas designated for staff.

1.9. Do not post any notices, distribute any material, solicit, photograph, or record video, without approval from the CEO or Library staff.

1.10 Appeals of decisions under the above rules may be made in writing to CEO who shall place the matter on the next Library Board agenda for consideration.

2. Complaints

2.1. If Patrons wish to make a general complaint, staff are to follow the Library Complaints Procedure.

3. Suspension Of Library Privileges

3.1. Patrons who breach library rules and have been dealt with according to proper library procedures or who participate in illegal behaviour may have their library privileges suspended.

3.2. Patrons who have had their Library privileges suspended may not have access to the Library facility, property or services, except under the following conditions;

- upon recommendation of the Branch library staff, and
- under the supervision of an approved adult.

3.3. The length of suspension:

3.3.1. For a breach of library rules will be not less than one month

3.3.2. For repeated breaches of library rules will not be less than three months

3.3.3. For abusing staff or patrons, damaging or destroying library property or any illegal behaviour will not be less than six months.

3.4. Notice of suspension where the patron's name and address are known will be issued by mail from the C.E.O. The notice will specify the reason, the length of the suspension and the appeal process. One copy of the notice will be kept on file. Staff will be informed of the suspension by memo.

3.5. All appeals to suspension must be directed in writing to C.E.O. who shall place the matter on the next Library Board agenda for consideration.

3.6. The patron will be notified by mail regarding reinstatement of Library privileges. Staff will be informed by memo from the C.E.O.

4. Conduct Of Staff

4.1. General Standards

4.1.1. As a Library employee, staff are public relations representatives and spokespersons for the Library. What is said and done contributes to the Library's public image.

4.1.2. The Tay Township Public Library Board expects all employees to strive for excellence in their conduct and job performance.

4.2. Public Relations

4.2.1. Be courteous, understanding, tactful and considerate.

4.2.2. Be discreet. Guard the confidentiality of a user's private affairs. Follow the confidentiality policy statements endorsed by the Board.