

Muskoka Lakes Township Public Library  
LIBRARY BOARD POLICY

Policy Type: Operational	Policy Number: OP-01
Policy Title: User Code of Conduct	Policy Approval Date: 08/09/22
Chairperson: V. Duke	Policy Review Date: 04/26

**Intent:**

Everyone is welcome at the Township of Muskoka Lakes Public Libraries. This policy defines the expectations of proper conduct for the safety, comfort and positive experience for everyone in the Library as well as to maintain the security of library property without disruption to library service.

The Muskoka Lakes Public Library Board (herein after referred to as the Board) reserves the right to suspend library privileges in order to protect its property and ensure a safe, comfortable and friendly environment for users.

**Regulations:**

Users will conduct themselves in a manner respectful of the staff, other users and visitors while on Library property by following this Code of Conduct and Library policies.

Section 23(4) of the *Public Libraries Act* states that the Library Board may make rules:

- a) for the use of library services
- c) for the exclusion from the library of persons who behave in a disruptive manner or cause damage to library property
- d) suspending library privileges for breaches of the rules
- f) regulating all other matters connected with the management of the library and library property

Employees will make every effort to apply these policies in a fair, dignified and consistent manner for the benefit of everyone. Anyone choosing to disrespect the policies of the Library and refusing to modify behaviour will be asked to leave. Staff will inform the person of how he or she violated the Library's Code of Conduct and will take some or all of these actions: suspension of Library privileges, exclusion from the Library for a specific period of time, exclusion on the basis of the Ontario *Trespass to Property Act*, cost-recovery charges and/or prosecution. Federal, provincial and municipal laws, bylaws and acts apply.

During the period of exclusion, a person has a right to appeal, in writing, a letter of exclusion or extension of an exclusion,

**Procedures:**

1. Users will respect the quiet atmosphere and not disturb others. Behaviour and/or language which is disruptive, impeding, abusive, insulting, harassing or threatening to Library users and/or staff is prohibited. Anyone who is seen as a threat to the safety or enjoyment of the Library facilities will be asked to leave.



2. Any person who steals, abuses or vandalizes Library property may be subject to penalties or prosecution.
3. Users may be required to make available for inspection all bags and carrying cases.
4. Persons under the influence of alcohol or drugs may not be allowed on Library premises and could be asked to leave or be removed.
5. Parents or accompanying persons are responsible for the supervision of their children. Children requiring supervision are not to be left unattended in or about the Library premises.
6. Alcohol, cannabis, illegal drugs, cigarettes, electronic cigarettes or similar devices are not to be used on Library property. Using, selling or possessing illegal substances is prohibited on Library premises.
7. Bicycles, scooters, and small recreational motorized vehicles are to be parked outside the Library. Small items such as skateboards or roller blades may be carried into but may not be used inside the Library premises or on the Library walkways, stairs or railings.
8. The upper level of the parking lot at the rear of the Library is for Library users and staff only.
9. Use of cell phones is permitted inside the Library as long as the use is respectful of others.
10. Only animals in Library programs or Registered Service Animals are permitted in the Library.
11. Users are not allowed in areas designated as "Staff Only" unless accompanied by an authorized Library staff member.
12. Posting notices, soliciting or engaging in any commercial activity must be authorized by a senior staff member.

### **Procedures for Suspension:**

1. Users who have had their Library privileges suspended may not have access to the Library facility, property or services.
2. The length of suspension will be one day or more at the discretion of the CEO and/or the Board.
3. All appeals of suspension must be directed in writing to the Board. The Board will reply in writing. All decisions of the Board are final.

