

Muskoka Lakes Township Public Library
LIBRARY BOARD POLICY

Policy Type: Operational	Policy Number: OP-01
Policy Title: User Code of Conduct	Policy Approval Date: 05/12/26
Chairperson: V. Duke	Policy Review Date: 05/30

Intent:

Everyone is welcome at the Muskoka Lakes Public Library (herein after referred to as the Library). 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.

Regulations:

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

Guiding Principles:

The Library strives to provide free and equitable access to services in a welcoming, supportive and positive environment that is free from discrimination and harassment.

Users are expected to conduct themselves in a manner respectful of the staff, volunteers, other users and visitors while on Library property by following this Code of Conduct and Library policies. The expectations of Library users are outlined in Appendix A and posted in the Library.

Employees will make every effort to apply this policy in a fair, dignified and consistent manner for the benefit of everyone.

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. The Board delegates to the CEO (or designate) the responsibility for taking corrective action if the Code of Conduct is violated.

Suspensions, Exclusions and Appeals:

Staff will inform the person of how he or she violated the Library's Code of Conduct and request that the user modify their behaviour. If the violation continues, the CEO (or designate) will take some or all of these actions: asking the person to leave, suspending Library privileges, excluding from the Library for a specific period of time, excluding 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.



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

Related Documents:

- OP-06 Safety and Supervision of Children
- OP-14 Community Information
- OP-28 Internet Services and Technology
- OPHR-06 Workplace Discrimination and Harassment
- OPHR-08 Prevention of Workplace Violence



Appendix A - Code of Conduct

Be respectful of others.

- Speak and work at a reasonable and respectful volume.
- Set your mobile device to vibrate or mute.
- Follow the Internet Services and Technology Policy (OP-28) while using the Library Internet.
- Refrain from foul, abusive, or discriminatory language or action, which disrupts, impedes, abuses, insults, harasses or threatens Library users and/or staff and volunteers.
- Respect the sensibilities of others when viewing materials in the Library.
- Bring in only guide or service animals.
- Obtain permission from senior Library staff to distribute literature or post materials on Library property. Solicitation is not permitted in the Library.
- Obtain permission of identifiable people captured in photos or videos you are taking. Parents or guardians must provide permission for children.
- Respect others with sensitivities to scents and limit the use of scented products.
- Wear proper clothing and footwear.
- Report disruptive behaviour to a Library employee.

Be respectful of Library property.

- Use the Library's materials, computers, equipment, and furniture with care.
- Do not steal, abuse or vandalize Library property
- Throw out or recycle your garbage in designated areas.
- Keep aisles, corridors, and spaces around you clear so that others can easily access them.
- Park bicycles, scooters, and small recreational motorized vehicles outside the Library. Small items such as skateboards or roller blades may be brought in but may not be used inside the Library or near the entrance.
- Unless accompanied by a staff member do not access designated "Staff Only" areas.
- If requested, allow Library staff to inspect bag and carrying cases, if there is a reasonable concern about theft or safety.

Be safe

- 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
- Do not use alcohol, cannabis, illegal drugs, cigarettes, electronic cigarettes or similar devices on Library property. Persons under the influence of alcohol or drugs may not be allowed on Library premises and could be asked to leave or be removed.
- Using, selling or possessing illegal substances is prohibited on Library premises.
- Keep your belongings with you as the Library is not responsible for lost, damaged, or stolen items.
- Leave the building in case of fire, fire drills, or other emergencies.
- Follow the instructions of Library staff.