



Carleton Place Public Library

Policy Type:	Operational	Policy Number:	OP-05
Policy Title:	Code of Conduct (Public)	Initial Policy Approval Date:	Feb 2014
		Last Review/Revision Date:	Nov 2022
			Aug 2023
		Year of Next Review:	2027

The Carleton Place Public Library provides equitable access to services in a welcoming and supportive environment that is free from discrimination and harassment. The rules set out here are intended to ensure the dignity and safety of the public and the staff, and to maintain the security of library property without disruption to library service. The mandate to set such rules is given under the *Public Libraries Act*, Section 23 (4), which 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”

“(e) suspending library privileges for breaches of the rules”

“(f) regulating all other matters connected with the management of the library and library property”

Within this context, our top priority is to ensure a positive experience for library users while in the library. Please:

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 Policy while using the Library Internet.
- Refrain from foul, abusive, or discriminatory language or actions.
- Respect the sensibilities of others when viewing materials in the Library.
- Bring in only registered guide or service animals.
- Refrain from consuming or being under the influence of controlled substances on library premises
- Obtain permission from the Library to distribute literature or post materials on Library property. Solicitation is not permitted in the Library.
- Get permission of people 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, and pay attention to personal hygiene.
- Check with Library employees if there are restrictions on what and where you can eat.
- Report disruptive behaviour to a Library employee.

Be respectful of Library property.

- Use the Library’s materials, computers, equipment, and furniture with care.
- 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.
- Staff areas are designated for Library Staff use only.

Be safe.

- Supervise those in your care at all times.
- 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 employees.

Suspension of Library Privileges

Employees will make every effort to apply these policies in a fair, dignified, and equitable manner for the benefit of everyone. Anyone choosing to disrespect the policies of the Library and refusing to modify behaviour will have their library privileges suspended. Suspended individuals will not have access to Library facilities, property, services and resources for the duration of the suspension.

Suspensions are imposed at the discretion of library staff. Suspended individuals will be informed of how they violated Public Code of Conduct Policy and suspensions will be based on the severity of the breach as follows:

One Day Suspension

- Minor breach of Library rules

Three Month Notice of Trespass (see Appendix A- Notice of Trespass)

- Major or repeated breaches of the Library's Public Code of Conduct Policy
- Repeated breaches will result in progressive extensions to the Notice of Trespass

Six Month Notice of Trespass (see Appendix A- Notice of Trespass)

- Illegal behaviour, abuse of staff members or visitors, damage to Library property
- Repeated breaches will result in progressive extensions to the Notice of Trespass

In extreme circumstances, a life-time ban may be imposed on an individual at the discretion of the CEO.

In every case, staff will complete an incident report recording the name of the person responsible for the breach in the Public Code of Conduct.

Appeals to Notice of Trespass

Appeals to a Notice of Trespass must be sent to the Library in writing, to the attention of the Chair of the Library Board at least one week prior to the Library Board meeting. Board meeting details can be found on the Library website or by phone.

- All appeals must include the appellant's full name and mailing address
- The Board may appoint a designate to review the appeal
- Decisions to appeals will be delivered in writing and all decisions of the Board are final



- Notices of Trespass are active until the expiration date. During the appeal process, if the appellant accesses Library property, their appeal will become void.

Reinstatement of Library Privileges

Upon expiration of a Notice of Trespass, suspended individuals may be required to review the Patron Conduct Policy, with a Library staff member, before privileges are reinstated.

Related Documents

- Town of Carleton Place ***Workplace Harassment and Discrimination Policy***
- Town of Carleton Place ***Prevention of Workplace Violence Policy***

Authority: Public Libraries Act, Trespass to Property Act, Criminal Code of Canada



Appendix A.

Notice of Trespass

Notice Pursuant to the Trespass to Property Act,
R.S.O. 1990, c. T.21, S.3 (and amendments) and

IN THE MATTER OF
the premises municipally known as CARLETON PLACE PUBLIC LIBRARY, Carleton Place, ONTARIO

TO: _____

NOTICE

TAKE NOTICE THAT, from _____ to _____, you are hereby prohibited from entry in
and on the following premises for any purpose, namely:

Carleton Place Public Library, 101 Beckwith Street, Carleton Place, ON K7C 2T3

This decision is as a result of your unacceptable behaviour on such premises on _____. AND
FURTHER TAKE NOTICE THAT you will be subject to arrest and prosecution in the event that you fail to
comply with this notice.

DATED at the Town of Carleton Place this _____ day of _____, 20__

Authorized by:

Chief Librarian or Staffperson

c. Ontario Provincial Police - Carleton Place Detachment