



Customer Code of Conduct

Legal References: Criminal Code of Canada
Ontario Human Rights Code, R.S.O. 1990, c. H.19
Child and Family Services Act, R.S.O. 1990, CHAPTER C.11, s.72(1).
Trespass to Property Act
Public Libraries Act
Smoke-Free Ontario Act

Policy References: LB 01 Mission, Vision, Values

Stratford Public Library welcomes every member of the public to access library services. This Code outlines the behaviour that aligns with the Library's mission to provide an equitable, safe and welcoming environment where anyone can explore, learn, create connect, and be inspired. It applies everywhere the Library conducts its business, whether on Library property, in the community, over the phone or email, or through our website.

At Stratford Public Library everyone's conduct will be:

- Mutually respectful
- Responsible
- Law-abiding
- Considerate of Library property

Behaviour that is disruptive, disrespectful, or unsafe will not be tolerated.

Staff make every effort to address behavioural concerns in a fair, dignified and positive manner. Anyone whose behaviour is contrary to maintaining a safe, welcoming community environment and who refuses to modify such behaviour will be asked to leave. The police will be called if necessary. Serious or repeat violations may result in suspension of Library privileges, and/or exclusion from the Library premises, at the discretion of the CEO or designate. Incidents that result in a suspension from programs, facilities, properties and services will be followed up by a written Trespass to Property notice.