



POLICY: Customer Code of Conduct		POLICY NO: OP 04
POLICY LEVEL: Operational	LAST REVIEW / REVISION DATE: February 13, 2024	SCHEDULED REVIEW DATE: February 2027

Customer Code of Conduct

Everyone is welcome at the Stratford Public Library.

This Customer Code of Conduct 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. Staff make every effort to apply the Code of Conduct in a fair, respectful and positive manner for the benefit of all. The Code of Conduct applies everywhere the Library conducts its business, whether on Library property, in the community, over the phone or email, on social media, or through our website.

To provide the best experience for everyone, we expect that you:

- Be respectful to others
- Use the library facility, designated spaces, equipment and materials for their intended purposes only
- Keep personal belongings with you at all times
- Attend to and supervise children or vulnerable adults in your care
- Dress appropriately, including wearing shoes and shirts at all times

In order for everyone to have a successful library visit, some conduct is not tolerated, including:

- Violent, threatening, abusive, or discriminatory harassment of any kind (including but not limited to: racial, religious, gender, sexual, verbal or physical)
- Disruptive, intrusive, destructive or unsafe behaviour
- Substance use or intoxication
- Use or display of weapons of any kind
- Use of rollerblades, scooters, skateboards, bicycles or similar devices in the library
- Photographing, filming, or recording of any type without prior approval from the CEO or designate
- Canvassing, soliciting or unauthorized selling

Any behaviour that does not support a welcoming environment and/or violates the Code of Conduct may result in consequences. Consequences may include: a warning, being asked to vacate the premises, suspension of library privileges, exclusion from the Library on the basis of the Ontario Trespass to Property Act, and/or laying of criminal charges. Members of the public may also be held responsible for the cost of repairing or replacing any library property damaged as a result of behavior or activities that are in contravention of this policy.

Related Documents:

- LB 04 Mission, Vision and Values
- Criminal Code of Canada
- Ontario Human Rights Code
- Child, Youth and Family Services Act
- Trespass to Property Act
- Public Libraries Act
- Smoke-Free Ontario Act

ORIGINAL DATE ADOPTED	November 18, 2018	Review Cycle	3 Years
REVIEW/APPROVAL HISTORY	February 13, 2024		

