

Board Motion Number:	2023-11	Date of Review:	2025
Date Approved:	May 16, 2023	Chairperson's signature:	Original Signed by Chair, Julia Harris

Code of Conduct

BACKGROUND

The Oxford County Library is a unique gathering place for the diverse communities that make-up Oxford County. As a public library, we respect individual rights, while recognizing that they must be balanced with the rights of others.

The Oxford County Library Board accepts the position of the Canadian Federation of Library Associations on *Protest and Disagreement* that “affirms that physical or verbal protest that interferes with an individual’s ability to easily participate in an event, listen to a speaker, access a resource, or view content, or that creates an intimidating or hostile environment for users, attendees or speakers, is unacceptable” and as such is not permitted.

PURPOSE

The Oxford County Library *Code of Conduct* is intended to ensure the comfort and safety of all library customers anywhere the library conducts its business, either in person, by phone, or through online services and social media.

Customers are to respect this *Code of Conduct* and to follow all library policies, as well as all municipal, provincial and federal laws, codes, rules and regulations including public health requirements.

PROCEDURES

To ensure a positive library visit for everyone, some behaviours are not permitted including:

- Abuse, harassment or threatening behaviour
- Disruptive or intrusive behaviour
- Discriminatory language or behaviour
- Illegal activity
- Use of alcohol, drugs, vapes or cigarettes
- Being under the influence of alcohol or drugs
- Carrying or using a weapon
- Damaging or stealing library property or equipment
- Photographing, filming and/or recording of any kind without the written permission of those involved.

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The Oxford County Library is committed to providing quality service, community support, and equitable access to information in a welcoming and safe environment for our customers and our employees. To ensure that, we ask that everyone:

Be respectful and considerate of others.

- Foul, abusive, or discriminatory language or actions are not permitted and will not be tolerated.
- Speak and work at a soft volume. Keep noise levels to a minimum to respect others' use of the library.
- Wear clothing and footwear while in library spaces.
- Service Animals are welcome and should be kept under the handler's control at all times.
- Avoid wearing strong scents. Remember that we all share the air and strong scents can negatively impact others.
- Respect others' use of library spaces.
- Photograph or film only with written permission.
 - Written permission must be received from all subjects of any photos or videos taken. Parents or guardians must provide permission for children under the age of 18.
- Only fliers, pamphlets or other literature approved by the CEO/Chief Librarian or designate may be distributed or posted on library property.
- Report disruptive behaviour to a library staff member.

Be safe.

- Supervise those in your care at all times.
- Assistive mobility devices are welcome. However, skateboards, hoverboards, rollerblades and other like sporting equipment cannot be used in the library.
- Keep entrances, aisles, hallways, and spaces clear.
- The library is not responsible for lost items.
- Leave the building when requested to do so or in case of an emergency.
- Respect all library, local and/or provincial health and safety recommendations and requirements.

Be respectful of library property.

- Eating and drinking are allowed in designated areas only, and at staff discretion.

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- Clean up after yourself. Recycle and throw out your garbage in the bins provided.
- Use the library's materials, computers, equipment, furniture, and spaces with care and for their intended purposes.

This *Code of Conduct* will be applied in a fair and respectful manner for the benefit of all.

Customers that disrespect the policies of the library and/or refuse to modify their behaviour will be asked to leave. Continued problems with library policies and behaviour may result in the following:

- Suspension of library privileges
- Cost-recovery charges
- Exclusion from the library for a period of time or permanently
- Prosecution.

Questions about this *Code of Conduct* can be referred to the library administration.