



## Expectations for Behaviour Policy

Created: September 2023

### Purpose

The Lincoln Pelham Public Library is committed to providing a welcoming environment for all customers. The purpose of this policy is to outline the standards of behaviour expected of all customers in order to maintain a safe and enjoyable environment within our facilities and on our library properties.

### Policy Statement

The Lincoln Pelham Public Library supports the rights of all individuals to:

- Friendly, courteous and respectful service
- Free and equitable access to library services, information, collections and programs
- Privacy and confidentiality in their use of library services and collections
- A clean and comfortable environment
- Use of the library without threat of discrimination or harassment.

The expectations for behaviour set out here are intended to support the rights listed above and ensure the dignity and safety of the public and the staff and maintain the security of library property. Within this context, customers are expected to:

Be respectful and considerate of others in our shared spaces

- Keep conversations at a volume appropriate for a shared public space. Loud conversation, yelling or swearing is not appropriate. Abusive, obscene or discriminatory language will not be tolerated.
- Refrain from foul, abusive, or discriminatory language or actions. See Workplace Harassment and Discrimination Policy HR-07 and Prevention of Workplace Violence Policy HR-08.
- Set mobile devices to vibrate or mute.

- Get permission from people in photos or videos you are taking. Parents or guardians must provide permission for children.
- Follow the Internet Services Policy while using the Library Internet.
- Respect the sensibilities of others when viewing materials in the library.
- Wear headphones when playing sound on a mobile device or computer.
- Please limit refreshments to snacks and covered beverages
- Bring only registered service animals into the library.
- Wear a shirt and shoes.
- Limit the use of scented products.

#### Be respectful of library property

- Use the library's materials, computers, equipment, and furniture with care and only for their intended purposes.
- 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 or other small recreational vehicles outside the library. Small items such as skateboards or roller blades may be brought in but may not be used inside the library.
- Solicitation is not permitted in the library.

#### Be safe

- Supervise those in your care at all times
- Refrain from horseplay, running or other disruptive behaviour.
- Keep your belongings with you as the library is not responsible for lost, damaged or stolen items.
- Refrain from entering or exiting the library through restricted points of access or enter areas designated for staff only without staff authorization.
- Leave the building in case of fire, fire drills or other emergencies as directed by Library staff.
- Follow all municipal, provincial and federal laws, codes, rules and regulations.

Library employees make every effort to apply these policies in a fair, respectful, and positive manner for the benefit of everyone. Anyone choosing to disrespect the policies of the library and refusing to modify their behaviour will be asked to leave. This could result in suspension of library privileges, eviction from the library, cost-recovery charges, and/or prosecution.