

1. Objective

Everyone is welcome at the Rideau Lakes Public Library. We are dedicated to providing an accessible, inclusive, comfortable and welcoming place for everyone to meet and interact. Our staff make every effort to apply this Code in a fair, dignified and respectful manner. We ask for your cooperation in maintaining a safe, pleasant and welcoming environment for all in our Library.

2. Your Conduct and Responsibilities

To ensure the comfort and safety of everyone, we ask that you:

- a) use respectful language, and respect the right of others to work in and enjoy the Library; be courteous and respectful to others; we do not tolerate abusive, coarse, threatening, and harassing language and behaviour
- b) follow any health and safety measures posted in accordance with public health policy
- c) respect the sensibilities of others when viewing materials in the Library
- d) speak and work quietly; minimize loud and disruptive noise; set your cell phone to mute or vibrate
- e) bring only registered service animals into the Library, and, on an exception basis, with prior authorization, those needed for special Library programs
- f) supervise and ensure the safety of your children or other individuals in your care
- g) use Library materials, equipment and furniture with care and only for their intended purpose; we do not permit interference with the designated use of computers and networks (For details, refer to our policy *T-2 Computer and Wireless Access and Use*.)
- h) comply with Canadian copyright legislation, licensing agreements and other intellectual property rights
- i) refrain from smoking, vaping, drinking alcohol or using recreational drugs in or around the Library; if smoking or vaping outside, we would appreciate if you could maintain a distance of nine metres from Library entrances and exits
- j) wear appropriate clothing (shirt and footwear) while in the Library; practice good personal, respiratory, and hand hygiene; limit your use of scented products.

- k) park bicycles, scooters, and small recreational motorized vehicles outside the Library; use your roller boards, skateboards, or other sports equipment only off-site and away from Library entrances and exits
- l) obtain permission from our staff before photographing, filming, or recording on Library premises, and from individual patrons you wish to include in your recordings
- m) obtain permission before posting notices on Library bulletin boards, and before canvassing, soliciting, or selling or distributing material to other patrons (For details, refer to our policies *S-5 Community Information*, *R-6 Facilities*, and *R-10 The Library and Political Elections*.)
- n) use authorized entrances and exits without obstructing others and keep clear of areas not designated for public use
- o) keep track of your belongings; keep aisles, corridors, and spaces around you clear so that others can easily access them; dispose of your garbage in waste and recycle receptacles provided
- p) follow Library policies and procedures and, if you have concerns about this Code or any of our policies, please speak with our staff.

3. Our Staff's Role

We have adopted a patron-centered service model to ensure we treat you in a fair, open, courteous, and efficient manner. We have described what this means specifically to our staff's interactions with you in our policy *F-1 Service Commitment*. In relation to the Code of Conduct outlined here, there are certain implications to our staff that we need you to be clear about.

- a) Our staff will follow all health protection measures for your safety.
- b) We are not responsible for personal injury, or lost or stolen personal items.
- c) We are not responsible for the welfare of unattended children under the age of ten.
- d) Our staff may inspect your bags, briefcases, and other containers.
- e) Our staff may direct you to leave our premises if you do not abide by our Code of Conduct. They may also suspend your access to the Library and member privileges.

Code of Conduct

- f) Our staff may involve the police and press criminal charges in cases of theft or willful damage of Library materials or resources, possession on our premises of weapons or illegal substances, or refusal to leave our premises when requested.

4. Recourse

You may appeal our staff's decisions under this Code by writing to our Chief Executive Officer, or by submitting a written request to discuss your case with the Library Board.