

WINDSOR PUBLIC LIBRARY

CUSTOMER CODE OF CONDUCT

The Windsor Public Library is your primary destination for **LEARNING, LEISURE and FUN!** It provides a pleasing, safe and secure environment for all members of the community to enjoy library facilities, services and resources. A CODE OF CONDUCT has been established to ensure appropriate and considerate behaviour is displayed at all times.

- Library staff reserves the right to inspect contents of all bags, briefcases and other containers;
- *It is strongly recommended that all children be accompanied by someone who can take responsibility should an emergency occur. Children under 10 years of age must be accompanied when in the Library. Children found unaccompanied may result in the Windsor Police Service or the Children's Aid Society being contacted (accompanied is defined as 'within sight');*
- Animals are not allowed in the Library except for those assisting customers with disabilities;
- *Eating and drinking (aside from water) are not permitted in the Library except in designated areas;*
- Smoking is not permitted in the Library;
- *The Library is not responsible for lost or stolen personal items;*
- Soliciting in the Library for any purpose is not allowed;
- *Shoes and shirts must be worn in the Library;*
- Skateboards and roller blades are not to be used in the Library;
- *Customers who act in a manner which causes a public disturbance will be asked to leave;*
- It is illegal to deface, damage, mutilate or destroy Library property or equipment, including altering or tampering with computers or software;
- *Photographing, filming or video recording in the Library must be approved;*
- Alcohol or illegal drugs may not be brought into the library, nor may persons under the influence of either use the library;
- *Disorderly conduct is not acceptable. Disorderly conduct is (1) brawling or fighting; (2) disturbing an assembly; or (3) engaging in offensive, obscene, abusive, boisterous, harassing, or noisy actions or using offensive, obscene, or abusive language which may harass or arouse alarm, anger, or resentment in others;*
- Cell phones must be set to silent or vibrate mode if turned on inside the library. Talking loudly on cell phones and ringing cell phones are not allowed. Keep calls short and quiet;
- *Windsor Public Library offers internet access to customers as an information resource. We reserve the right to implement and enforce usage procedures in accordance with the WPL Internet Acceptable Use Policy which can be viewed at the Circulation Desk and at www.windsorpubliclibrary.com.*
- For the safety of all customers, please do not run in the library.

Inattention to these requirements may result in expulsion from the library and/or cancellation of library privileges.
