

Policy Type: **Operational**

Policy Number: **O-4**

Policy Title: **Customer Code of Conduct Policy**

Policy Reviewed: November 2021

Effective: January 2022 - December 2024

1. PURPOSE

1.1 The Windsor Public Library Customer Code of Conduct Policy is intended to provide guidelines with regard to customer behaviour and actions in the library.

2. SCOPE

2.1 The Windsor Public Library Board within the meaning of the *Public Libraries Act, R.S.O.1990, C.P44* as amended 2019, CH14, Sched.12, provides governance and management of public library services in Windsor, and is supported by the Windsor Public Library / City of Windsor Service Agreement (2015), as amended March 21, 2017.

2.2 The Windsor Public Library endorses the *Ontario Human Rights Code Criminal Code (R.S.C., 1985, c. C-46), Child and Family Services Act, R.S.O. 1990, c. C.11* , the *Trespass of Property Act, RSO 1990, T.21 and Municipal Bylaws* provides governance and management of public library services in Windsor.

2.3 The Customer Code of Conduct Policy reflects the Windsor Public Library Mission, Vision, Values and Customer Service Pledge:

Windsor Public Library Mission Statement: “The mission of the Windsor Public Library is to enrich our community by providing access to resources that inform and entertain.”
“We believe in the freedom to read, learn and discover.”

2.4 This policy applies to all Windsor Public Library customers, visitors and volunteers inside, outside or using library facilities, resources or services.

3. GUIDELINES

3.1 The Windsor Public Library Board provides a welcoming, safe and clean environment for all customers.

3.2 The two founding principles upon which the Customer Code of Conduct is based, include:

- 1) All customers, visitors and volunteers must be law abiding;
- 2) All customers, visitors and volunteers must be respectful of library customers, visitors, volunteers, employees and security.

3.3 The Windsor Public Library expects customers, visitors and volunteers to adhere to all Windsor Public Library policies, follow employee and security directions and not engage in any acts that will disturb or prevent others from enjoying the Windsor Public Library.

4. WINDSOR PUBLIC LIBRARY CUSTOMER CODE OF CONDUCT

Windsor Public Library provides a welcoming, safe, and clean environment.

We ask that everyone be:

- Law abiding

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- Respectful of Library customers, visitors, volunteers, employees and security

While visiting the Library:

- Be responsible for your belongings. Three personal items are permitted, including: small bags, suitcases, backpacks and boxes
- Strollers, walkers, wheelchairs and service animals are welcome
- Supervise children in your care
- Use Library furniture, equipment and property for their intended purposes
- Comply with all employee and security instructions
- Dress appropriately: shoes, shirts and other suitable clothing must be worn

Unacceptable behaviour includes:

- Behaviour that disturbs others or damages Library property
- Threatening, abusive, or harassing language and / or behaviour
- Being under the influence of alcohol or other intoxicating substances
- Selling, using, or possessing alcohol or other intoxicating substances
- Smoking or vaping in or on Library property
- Carrying weapons or implements which can be used as weapons
- Sleeping or napping in or on Library property
- Damage or theft of Library materials or equipment
- Use of communications devices which are disruptive to others

5. EXPULSION AND REVOCATION OF BORROWING PRIVILEGES

5.1 The Windsor Public Library Board delegates to the CEO or *designate* the authority and responsibility to:

- a) Address minor infractions i.e. sleeping or loud cell phone usage, which may result in a verbal warning, but if continued may result in expulsion.
- b) Address major infractions i.e. theft or threatening employees, by suspending the customer.
- c) Suspend Library privileges and / or prohibit a customer or individual from entering any Windsor Public Library facility.