



# Woodstock Public Library Policy

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**Policy Name:**     **Public Code of Conduct**

**Category:**         **Library Services**

**Version:**          **May 13, 2025**

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The Woodstock Public Library provides free and equitable access to services which meet the changing needs of our community. The Library preserves and promotes universal access to a broad range of human knowledge, experience, information, and ideas in a welcoming and supportive environment that is free from discrimination and harassment.

Everyone has the right to equal treatment with respect to the access and use of the Library's services and facilities without discrimination or harassment on the basis of sex, sexual orientation, race, colour, ethnic origin, creed, and all other grounds set out in the *Ontario Human Rights Code*. Discrimination and/or harassment will not be tolerated under any circumstances. These rules are intended to prevent such conduct and to ensure the dignity and safety of the public and the staff, and to maintain the security of library property without disruption to library services.

The Library's Code of Conduct applies to both physical and virtual library spaces.

Be respectful of others.

- Speak and work at a volume that does not disturb others.
- Use cell phones or other technology in a way that does not disturb others.
- Follow the Public Internet Services and Technology Policy while using the internet and library technology.
- Refrain from offensive, harassing, threatening, or discriminatory language or actions.
- Respect the sensibilities of others when viewing materials in the Library.
- Bring in only registered guide or service animals, or animals permitted in Library programming.
- Obtain permission from the Library to distribute literature or post materials on library property. Solicitation is not permitted in the Library or on Library property.
- Respect the privacy of people and staff when filming or recording in the Library. Permission from the Library is required to undertake photography/videography/filming/live streaming/audio recording on Library

premises. Permission must also be given by persons who are being photographed/recorded/filmed/live streamed/audio recorded.

- Wear appropriate attire including shirts and footwear; be mindful of offensive body odour and/or strong scents.
- Report disruptive behaviour to Library staff.
- Smoking or using e-cigarettes inside the Library or on Library property within nine meters of any door is not permitted.
- Consuming, using, or selling alcohol or drugs on Library property is not permitted.

### Be respectful of Library property.

- Use the Library's furniture, equipment, computers and materials with care; sleeping is not permitted.
- Consume food and drink in a responsible way and throw out or recycle your garbage.
- Park bicycles, scooters, and small recreational motorized vehicles outside the Library. Small items such as skateboards or roller blades may be brought in but may not be used inside the Library or near the entrance.
- Keep aisles, corridors, and spaces around you clear so others can easily access them.
- Permit inspection by library staff of all personal bags and cases upon leaving the Library.
- Use washrooms only for their intended purposes; library materials may not be taken into the washrooms.

### Be safe.

- Keep your belongings with you as the Library is not responsible for lost items.
- Leave the building in case of fire, fire drills, or other emergencies.
- Follow the instructions of Library staff.
- Accompany and supervise children or vulnerable adults in your care.
- Carrying weapons or implements that could be used as weapons are not permitted in the Library.

## Code of Conduct – Exclusion and Appeals

This policy outlines the Public Code of Conduct for the Woodstock Public Library. We ask that you respect the Code of Conduct and follow all Library policies. Employees will make every effort to apply these policies in a fair, dignified, and consistent manner for the benefit of everyone.

Any behaviour that does not support a welcoming environment and/or violates the Public Code of Conduct may result in cost-recovery charges, suspension of library privileges, exclusion from the Library as outlined in the Library's Trespass Policy, and prosecution.

A person has the right to appeal a letter of exclusion or an extension of exclusion, in writing, during the period of exclusion, as outlined in the Library's Trespass Policy.

## **RELATED DOCUMENTS AND POLICIES**

Ontario Human Rights Code

Woodstock Public Library – Accessibility Policy

Woodstock Public Library – Bulletin Boards and Distribution of Free Materials Policy

Woodstock Public Library – Circulation Policy

Woodstock Public Library – Collection Development Policy

Woodstock Public Library – Intellectual Freedom Policy

Woodstock Public Library – Internet Services and Technology Policy

Woodstock Public Library – Programming and Outreach Policy

Woodstock Public Library – Safety of Children in the Library Policy

Woodstock Public Library – Trespass Policy

## **DOCUMENT REVISION RECORD**

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