Peterborough Public Library
Code of Conduct

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1. Purpose

At the Peterborough Public Library, we uphold equitable access to services and strive to maintain an inclusive and supportive environment free from discrimination and harassment.

2. Policy Objectives

The Library's Code of Conduct supports the delivery of Library services while ensuring the dignity and safety of everyone by outlining a collective responsibility to maintain a public space that is grounded in inclusion and mutual respect.

3. Definitions

3.1. **City:** Corporation of the City of Peterborough
3.2. **Director / CEO:** Peterborough Public Library Director / Chief Executive Officer
3.3. **Disruptive Behaviour:** A range of behaviour that interferes with the experience of others and/or behaviour that is abusive, insulting, lewd, threatening, aggressive, or violent.
3.4. **Employees:** Also known as staff**,** any full-time and part-time individuals hired by the City to work in the Library including all contract, temporary, student, secondment, or co-operative placement persons.
3.5. **Illegal Acts:** Actions or conduct that violate Municipal, Provincial, or Federal laws.
3.6. **Library:** Peterborough Public Library
3.7. **Library Leadership:** Library supervisors and management
3.8. **Library Security:** Also known as security, a third-party security contracted by the Library to uphold the Code of Conduct.
3.9. **Member:** Also known as a visitor, a general member of the public who uses the Library's services. A member may or may not have a registered library card.
3.10. **Suspension:** Also known as exclusion or ban, the process in which a member or visitor is not permitted to enter any Library branch or access services for a determined timeframe after breaching the Library's Code of Conduct.

4. Scope

This policy applies to any space where Library services are provided, including but not limited to, Library branches, in the community, over the phone or email, social media platforms, or on the Library's website.

This policy applies to:

4.1. Members/Visitors
4.2. Library Board Members
4.3. Library Employees
4.4. Library Volunteers

5. Code of Conduct Principles

Everyone is welcome at the Peterborough Public Library, without judgement, to pursue their interests at the Library as a community hub of literacy, lifelong learning, and the exchanging of ideas.

We all have a responsibility to work together to create a welcoming and safe space for all to enjoy. Our collective responsibility is guided by the following principles:

5.1. **Be Respectful and Considerate of Others**

- Respectfully coexist and be considerate of others in Library spaces.
- Use the shared space in a way that does not interfere with the experience of others.
- Take responsibility for your actions and those in your care during your visit.
- Follow the directions of staff and security.
- Communicate with respect.
- Enjoy snacks or food in the Library except in designated no food areas (e.g.: Peterborough Collection or Microfilm machines).

5.2. **Be Safe**

- Use collection items, furniture, equipment, and spaces for their intended purposes.
- Keep all valuables and personal items with you. The Library is not responsible for lost, stolen, or damaged items.
- Keep doorways and pathways clear.
- Tidy up after yourself (e.g.: garbage and food packaging).
- Leave recreational vehicles and personal transportation devices (e.g.: bicycles/scooters) outside. This excludes devices needed to assist a person with a disability.
- Wear proper attire, including footwear.

5.3. **Unacceptable Behaviour Includes:**

- Actions that are disruptive to the experience of others or the delivery of Library services.
- Discriminatory, harassing, and abusive actions or behaviours.
- Actions or behaviours that are threatening or undermine the safety of others.
- Solicitation or panhandling.
- Viewing inappropriate materials.
- Illegal acts or activity, including, but not limited to, preparing, selling, or using intoxicating substances in the Library.

6. Breaches to the Code of Conduct

Library staff will make every reasonable effort to apply the Code of Conduct in a fair, transparent, and respectful manner for the benefit of everyone.

Members who do not adhere to the Code of Conduct will be asked to change their behaviour. Library staff or security will approach members exhibiting unacceptable behaviour in a compassionate and empathetic manner explaining how their behaviour goes against the Code of Conduct. Some behaviour may result in an immediate request to leave the Library. If a member refuses to or is unable to change their behaviour, they will be asked to leave the Library.

Unacceptable behaviour may result in the suspension of Library access, cost-recovery charges, and/or prosecution as authorized by the Public Libraries Act, Trespass to Property Act, and the Criminal Code of Canada.

Members who have been asked to leave for one (1) day are permitted to return to the Library the following day. Members suspended from the Library for greater than one (1) day will be informed through a written or verbal notice outlining the reason length of their suspension.

6.1. **Reinstatement Requests and Appeals**

Members may apply for early reinstatement for suspensions one (1) month or greater. Reinstatement requests will be reviewed by Library Leadership and will consider:

- Circumstances that led to suspension
- Any relevant mitigating factors
- Member’s history of behaviour
- Impact of reinstatement on the safety of others
- Commitment to following the Code of Conduct

In cases where severe violation has occurred or a member returns to the Library during the suspension period, applications for reinstatement may not be considered.

Library Leadership will decide to uphold, modify, or overturn the suspension by approving or denying an application for reinstatement.

A member may appeal the decision to the Library Director / CEO, whose decision will be final.

Members whose applications were successful for either early reinstatement or modifying their suspension length will be required to meet with a member of Library Leadership develop prior to returning to the Library. This meeting will review expectations and appropriate support plans.

Accommodations can be requested at any stage of the reinstatement process.

7. Roles and Responsibilities

7.1. The Director / CEO is responsible for the implementation of this policy.
7.2. Library Leadership is responsible for ensuring employees have received training and are applying the policy equitably.
7.3. Employees are responsible for applying the policy.
7.4. Members are responsible for adhering to the policy.

8. Accessibility

The City and Library will use reasonable efforts to ensure that its policies, procedures, and practices regarding the provision of goods and services to all residents, including people with disabilities, are consistent with the following principles and in accordance with the Library's Accessible Service Policy PPL-004:

8.1. Goods and services will be provided in a manner that respects the dignity and independence of all residents;
8.2. The provision of goods and services to people with disabilities will be integrated with conventional service unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use, or benefit from City goods and services; and
8.3. All residents will be given an equal opportunity to obtain, use, and benefit from City goods and services.

9. Privacy and Confidentiality

The Library protects the privacy and confidentiality of all members' personal information in keeping with the access to information and privacy provisions of the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56 (MFIPPA) and other applicable legislation.

The Library collects personal information of Library members under the authority of section 23(4) of the Public Libraries Act, R.S.O. 1990, c.P.44, and personal information will only be used to administer services and programs at the Library.

10. Communications

This policy will be distributed on the Library's website and posted in all Library facilities.

11. Inquiries

Inquiries regarding this policy should be directed to the Library Services Manager.

12. Related Documents

12.1. City of Peterborough, Employee Code of Conduct
12.2. City of Peterborough, Workplace Violence Prevention Policy
12.3. City of Peterborough, Workplace Discrimination and Harassment Prevention Policy
12.4. Public Libraries Act, R.S.O. 1990, c.P.44
12.5. Trespass to Property Act, R.S.O. 1990, c. T.21
12.6. Criminal Code of Canada R.S.C. 1985, c. C-46
12.7. Peterborough Public Library, Incident Procedure PPL-OP-001
12.8. Peterborough Public Library, Accessible Service Policy PPL-004
12.9. Peterborough Public Library, Reinstatement Request Form