NIAGARA FALLS PUBLIC LIBRARY	DATE EFFECTED: May 18, 2016 DATE REVISED: May 21, 2025	CODE OF CONDUCT POLICY
Associated Policies: Accessibility Policy - Standards for Customer Service, Child and Youth Safety Policy, Community Space Rental Policy, Intellectual Freedom Policy, Public Internet Services Policy, Workplace Violence and Harassment Policy		

The Niagara Falls Public Library is committed to creating and maintaining a safe, positive and quality environment where we treat each other with respect and courtesy.

At the Niagara Falls Public Library everyone's conduct will be:

- Mutually respectful
- Responsible
- Law-abiding
- Considerate of Library property

The following rules are for the safety and comfort of everyone in the library.

- Behaviour or language which is threatening, abusive, harassing or disruptive to Library staff or customers will not be tolerated. Physical or verbal protest that interferes with an individual’s ability to easily use the library's services, resources, programs or facilities or that creates an intimidating or hostile environment for staff, customers, or speakers, is unacceptable. Anyone who is perceived as a threat to the safety or enjoyment of the library facilities will be asked to leave.

- Absolutely no weapons or facsimiles of any kind are permitted on Library property. Individuals in possession of a weapon or facsimile on Library property at any time will be asked to leave immediately and may be banned from future entry to all Library locations.

- Any person who steals or vandalizes Library property will be subject to prosecution.

- Selling, using, possessing, or being under the influence of alcohol, marijuana, or illegal substances is prohibited anywhere on Library property.

- Private business interactions are subject to prior approval by a senior staff member; unless a Library community space has been rented for the purpose of conducting private business.

- There is no smoking or vaping allowed anywhere on Library property.

- Parents, guardians and caregivers are responsible for the supervision of children in their care.

- Customers are to use library furniture, equipment, facilities and designated spaces for their intended purposes only.

- The Library considers persons who are sleeping to be in distress. The Library will conduct wellness checks for the safety and security of the individual. Individuals may be asked to take steps to address the concern, up to and including exiting the Library.

- Encampments, the erection of structures, and/or any other form of unauthorized occupation are not permitted on Library property.

- Fires on Library property are strictly prohibited.

- Any action, behaviour, or circumstance which reasonably interferes with the public's ability to enjoy Library's services and resources is considered unacceptable.

- Customers must wear shirts and shoes at all times.

- Food and drink are not permitted inside the Library.

- Littering on Library premises is not permitted. Customers must clear away all waste material.

- Customers are not allowed in areas designated as "Staff only" unless accompanied by Library staff.

- Petitioning, posting of flyers, soliciting or engaging in commercial activity is prohibited unless authorized by the CEO/Chief Librarian or designate.

- Cell phones, laptops, computers, and other devices are to be used in a manner which does not disturb other customers.

- Photographing or filming in the Library requires prior approval from a senior staff member.

- Animals are not permitted in the Library unless they are registered service animals at work or participating in a Library program organized to accommodate them.

- The use and/or storage of wheeled devices in the Library is prohibited, including skateboards, roller skates/blades, motorized or non-motorized recreational scooters, bicycles, and shopping carts. All of these wheeled devices must be left outside of the Library or carried while inside the Library.

  These restrictions do not apply to strollers/wagons for children, collapsible carts for shopping, wheeled luggage, and AODA assistive devices, such as wheelchairs, walkers, or mobility scooters. Other wheeled devices may be accommodated with Library approval.

- Customers must keep personal belongings with them at all times. The Library is not responsible for damage to or theft/loss of personal belongings. Unattended items may be disposed of by the Library.

  Customers may bring up to three (3) personal bags onto Library property. Additional bags may be accommodated with Library approval.

  Personal belongings cannot block or impede aisles, hallways, entries, exits or any other path of travel for Library staff and customers in or around Library buildings.

- Appeals of decisions may be submitted, in writing, to the CEO/Chief Librarian for consideration.

Trespass notices may be issued by the CEO/Chief Librarian or designate on behalf of the Library Board and under the authority of the Public Libraries Act, R.S.O. 1990, c. P.44 and the Trespass to Property Act, R.S.O. 1990, c. T.21.

Under Section 23(4) of the Public Libraries Act, R. S. O. 1990, chapter P.44; conduct in public libraries is prescribed by various federal, provincial, and municipal pieces of legislation, including, (but not restricted to):

Child and Family Services Act (Ontario)
Control and Licensing of Dogs By-law (Number: 2012-103)
Criminal Code (Canada)
Human Rights Code (Canada)
Public Libraries Act (Ontario)
Smoke Free Outdoor Spaces By-law (Regional Municipality of Niagara: 112-2013)
Trespass to Property Act (Ontario)

These rules have been approved by the Niagara Falls Public Library Board (May 18, 2016) and supersede previous Rules of Conduct (February 16, 2012) and other supporting documents

Last Reformatted: May 1, 2025	Last Board Reviewed: May 21, 2025