

Board Motion Number:	2022-10	Date of Review:	2024
Date Approved:	06-20-2022	Chairperson's signature:	

Code of Conduct

BACKGROUND

The Oxford County Library is committed to providing quality service, community support, and equitable access to information in a welcoming and safe environment for our customers and our employees.

The library is a unique gathering place for the diverse communities we serve. As a public library, we respect individual rights, while recognizing that they must be balanced with the rights of others.

PURPOSE

The Oxford County Library *Code of Conduct* is intended to ensure the comfort and safety of all library customers anywhere the library conducts its business, either in person, by phone, or through online services and social media.

Customers are to respect this *Code of Conduct* and to follow all library policies, as well as all municipal, provincial and federal laws, codes, rules and regulations including public health requirements.

PROCEDURES

Be respectful and considerate of others.

- Refrain from foul, abusive, or discriminatory language or actions. They will not be tolerated.
- Speak and work at a soft volume.
- Wear clothing and footwear.
- Bring in only registered guide or service animals.
- Respect others with sensitivities to scents.
- Written permission must be received from subjects of any photos or videos taken of them. Parents or guardians must provide permission for children under the age of 18.
- Obtain permission from the CEO/Chief Librarian or designate to distribute literature or post materials on library property. Solicitation is not permitted in the library.
- Report disruptive behaviour to a library staff member.

Be safe.

- Supervise those in your care at all times.
- Assistive mobility devices are welcome.
- Keep entrances, aisles, hallways, and spaces around you clear.
- Recreational equipment cannot be used in the library.
- The library is not responsible for lost items.
- Leave the building in case of fire, fire drills or other emergencies.
- Respect all library, local and/or provincial health and safety recommendations and requirements.

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Be respectful of library property.

- Eating and drinking are allowed in designated areas only, and at staff discretion.
- Clean up after yourself. Recycle and throw out your garbage in the bins provided.
- Use the library's materials, computers, equipment, furniture, and spaces with care.

This *Code of Conduct* will be applied in a fair and respectful manner for the benefit of all.

Customers that disrespect the policies of the library and/or refuse to modify their behaviour will be asked to leave. Continued problems with library policies and behaviour may result in the suspension of library privileges, cost-recovery charges, exclusion from the library for a period of time or permanently and/or prosecution.

Questions about this *Code of Conduct* can be referred to the library administration.