

Edwardsburgh Cardinal Public Library

Policy Type: **Operational**

Policy Number: **OP- 04**

Policy Title: **Customer Code of Conduct**

Initial Policy Approval Date: Feb. 24, 2015

Last Review/Revision Date:

Year of next review: 2020

Everyone has the right to use the services of the Edwardsburgh Cardinal Public Library (ECPL) without disturbance. This applies everywhere ECPL conducts its business, including on library property, in the community and online through its website and social media. All ECPL employees and users should be free from any threat of harm, invasion of property, or gross indignity. In order to provide a welcoming and safe environment, we ask that you abide by the following rules:

1. Be respectful to others around you
 - a. Abusive, coarse, discriminatory, harassing or violent language or actions will not be tolerated. This includes, but is not limited to, physical, sexual or verbal abuse.
 - b. We welcome service animals to our library, but please leave all other pets at home.
 - c. Please speak and work at a soft volume. Please turn your cell phones to vibrate and be conscious of your volume when using cell phones.
 - d. Do not solicit information, conduct surveys, distribute literature or post advertisements without prior permission from library staff.
 - e. Do not take pictures or film library patrons or staff on library property without obtaining prior permission
 - f. Report disruptive behavior to a library employee immediately.
2. Be respectful of the library and its property
 - a. Use library materials, computers, equipment and furniture with respect and care
 - b. Please check with the staff before consuming any food or drink and dispose of waste in appropriate garbage cans. The consumption of alcoholic beverages during library hours is prohibited.
 - c. Keep aisles clear of obstructions during library hours to ensure proper passage in case of emergency
 - d. Use sport equipment outside of the library
3. Be safe
 - a. Do not leave a child or vulnerable adult unattended. A vulnerable adult is someone who cannot take care of himself/herself, requires assistance to move about and/or communicate with others.
 - b. As a security measure, permit inspection, as requested by library employees, of any personal bags or cases upon leaving the library.
 - c. Keep your belongings safe with you. The library is not responsible for any lost or stolen items on library property, including but not limited to, the parking lot and library building.
 - d. Follow emergency procedures as required and when directed by staff.
 - e. Do not engage in acts that are contrary to the proper use of the library.
 - f. Follow all municipal, provincial and federal laws, codes, rules and regulations.

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- g. Follow the instructions of ECPL employees.

Customer Code of Conduct (cont.)

Library employees have the responsibility to make decisions that are in the best interest of the library and its patrons whenever the rules do not specifically cover certain situations.

Library employees have the responsibility to enforce the above listed rules. If individual(s) do not follow the above listed rules and employee may, at their discretion, ask the individual(s) to leave the premises.

Library employees have the responsibility to immediately call police services if individual(s) on the premises are breaking municipal, provincial or federal laws, codes, rules and regulations.

Related Documents:

Edwardsburgh Cardinal Public Library Incident Report Form