Library Code of Conduct

1. Purpose

A Code of Conduct is a guide for how people must behave in a certain place. This Code of Conduct outlines the rules for how to behave when you go to the Colchester-East Hants Public Library (the Library) or use its services.

Everyone can use and enjoy the Library. We ask for your support in making sure that visitors and staff feel safe and respected when they are at the Library.

2. Where do we use this policy?

We use this policy everywhere the Library does its work. Here are some examples:

- In the Library building
- In the community
- Online (like social media or online Library programs)
- Communication on the phone or by email

3. Who is this policy for?

This policy is for everyone who is involved with the Library. This includes:

- Staff
- Volunteers
- Contracted staff (like security or building maintenance staff)
- The general public (visitors)

4. Safe and Welcoming Environment for All

Everyone has the right to be treated equitably. Everyone has the right to use the Library and its services without discrimination or harassment. The *Nova Scotia Human Rights Act* protects people from discrimination based on many things such as: ability, race, gender, sex, and age. Everyone has the right to expect a safe and comfortable place when they go to the Library or use its services.

5. Code of Conduct

The Library's Code of Conduct has 3 main purposes:

1. To protect the rights and safety of all the people who use the Library.
2. To protect the rights and safety of library staff.
3. To protect the Library's:

   - Materials (like books, DVDs, and magazines)
   - Facilities (like the building and meeting rooms)
   - Property

a. General Information

Service animals are welcome in the Library.

People are allowed to bring food and covered drinks into the Library unless there is a sign saying that it is not allowed.

Parents and guardians are responsible for supervising their children in and around the Library. Children under the age of 8 must be with a parent, guardian, or caregiver when they are at the Library. For more information, see the *Youth Conduct and Safety Policy*.

b. Inappropriate Behaviour

The Code of Conduct is for everyone to follow, no matter how old they are.

People are not allowed to behave in a way that prevents others from enjoying the Library or prevents the Library from conducting its business. They cannot behave in a way that puts the rights and safety of the Library visitors, staff, and property at risk.

The following behaviour is not allowed:

a) Refusing to follow Library rules or cooperate with library staff.

b) Harassing people, making threats, or using offensive language.

c) Unfairly treating a person or group differently from other people or groups of people.

d) Getting into a physical fight or assaulting someone.

e) Sexual activity, sexual harassment, or indecent exposure (showing private parts of their body to others).

f) Destroying or damaging library property.

g) Stealing or trying to steal from the Library or another person.

h) Using and/or selling alcohol or illegal drugs.

i) Smoking, vaping, or using e-cigarettes inside the library buildings.

j) Asking people for money or something else for themselves or for another cause, or selling things in and around the Library without permission (see the *Selling and Soliciting Policy* for more information).

k) Giving off strong smells that prevent other people from sharing the space.

l) Sleeping. This is to help protect people's health and safety.

m) Using the library washrooms for inappropriate things like washing clothes.

6. Applying the Code of Conduct

Library staff has the right to:

- Ask the person to change their behaviour or to leave the Library if they do not follow the Code of Conduct.

- Give the person who does not follow the Code of Conduct a warning or a suspension from the Library for one or more days.
- Ask the person to show their ID card from the province if they come in with a service dog. This is following the *Service Dog Act*.
- Call the police if someone is doing something unsafe or not cooperating with staff.

If someone does something against the law, such as damaging Library material and property, they may be charged money to pay back the damages, or they may be prosecuted by the police.

The Library is not responsible for lost, damaged, or stolen personal property.

The Library is committed to fairness and nobody is allowed to treat people differently due to their identity. If someone thinks that the actions of a library staff member or volunteer are biased, they can report it anonymously using the [anonymous reporting form](#) on the Library website.

7. Appeals

If a person does not agree with their Library suspension or thinks it is unfair, they can send an appeal in writing to the Executive Director and Chief Librarian.

The appeal should include the following information:

- Name
- Contact information
- Location and date of suspension
- Reason for appeal

Within 10 days of the suspension, the person should send the appeal to the Executive Director and Chief Librarian by email at tbartlett@cehpubliclibrary.ca **or** by regular mail at:

Executive Director and Chief Librarian

Colchester-East Hants Public Library

754 Prince Street

Truro, Nova Scotia

B2N 1G9

The appeal does not mean the Library will change the suspension. It means that they will review the case and then decide.

8. Comments/Questions

People can send their comments and questions about the *Library Code of Conduct* to their local branch managers.

9. Related Documents

Library Code of Conduct Procedures

Nova Scotia Human Rights Act

Selling and Soliciting Policy

Service Dog Act

Youth Conduct and Safety Policy