

Library Use and Conduct

1. Purpose

The purpose of this Policy is to ensure everyone feels welcome and has a positive experience while using the Library and its services. Along with other Library policies, it helps promote the safety, dignity, and intellectual freedom of library patrons and staff, as well as the security of library property.

2. Scope

This Policy outlines expectations regarding the use of library services and spaces. It applies everywhere the Library conducts its business, whether on Library property, in the community, over the phone or email, or online.

3. Guiding Principles

This Policy supports the Library's mission to build and support community through inclusive, welcoming and safe spaces for all. The Library provides free and equitable access to services and collections that advance literacies and invite people to innovate, learn, explore, and connect.

Library staff make every effort to apply this Policy in a fair, dignified, and respectful manner.

4. Policy

Adhering to the following will promote a safe, welcoming and harassment-free environment where everyone can respectfully co-exist:

- Use respectful language and respect the rights of others to enjoy the Library. Abusive, coarse, violent, or harassing language and behaviour, as well as discrimination based on Ontario *Human Rights Code* protected grounds will not be tolerated.
- Be considerate of others in the tone and volume of your conversations.
- Use library facilities, materials, and furniture with respect and only for their intended purposes.
- Respect the privacy of library patrons at service desks, printing stations, computers, meeting rooms and other KFPL spaces.
- Take responsibility for those in your care during your visit.
- Refrain from canvassing, soliciting, or distribution of materials without prior authorization.

- Obtain approval and consent before taking photographs, filming, or recording.
- Sleeping on library premises is not permitted. To ensure KFPL patrons are well and not in need of emergency services, staff will conduct wellness checks where there is a concern about a patron's well-being.
- Preparing, selling, or using cannabis, alcohol, cigarettes, e-cigarettes or illegal drugs is not allowed on library premises. Being intoxicated is not allowed on library premises.
- Weapons are not permitted on library premises.
- Dress for a public setting. Tops, bottoms and footwear are required to be worn in the Library.
- Food and covered beverages are allowed in most areas of the Library. Out of consideration for others and to protect Library facilities and equipment, avoid eating hot or messy foods, clean up after yourself, and dispose of waste in the designated receptacles.
- Keep personal belongings with you.
- Keep doorways, aisles and walkways clear. Make sure you or your belongings do not interfere with others' use of the Library (e.g., avoid sitting on the floor).
- Leave equipment such as bicycles and other wheeled items (excluding strollers and mobility devices) in designated areas outside.
- Bring in only service animals, as defined in the *Accessibility for Ontarians with Disabilities Act, 2005*, Ontario Regulation 191/11, Integrated Accessibility Standards.
- Follow KFPL staff or security personnel direction and leave the building promptly at closing and as requested during emergency situations.
- Notify KFPL staff of any issues or concerns or if assistance is required.

5. Compliance

Patrons engaging in conduct contrary to this Policy, other Library policies or municipal, provincial or federal laws will be asked to modify their behaviour and/or directed to leave the premises.

Continued or serious violations may result in the suspension of library privileges, including loss of access to Library spaces, services, and digital resources. Please refer to the *Responding to Library Use and Conduct Policy Violations* procedure for information regarding suspension guidelines and processes.

Information related to an individual's use of the Library will be disclosed to law

enforcement as required to support investigations and legal proceedings.

6. Related Policies

Access to Information and Protection of Privacy

Accessibility for Users with Disabilities

Bulletin Boards – Posting and Displaying Materials

Internet Access (Public)

Occupational Health and Safety

Public Use of KFPL Online Forums and Social Media

Service Feedback Standards

Unaccompanied Children in the Library

Video Surveillance

Workplace Harassment

Workplace Violence Prevention

7. Document Control

Last Reviewed: 2024 November

Changes Made: see report to Board dated November 27, 2024

Next Review: 2028 November