



Adoption Date:	January 2018
Revision Date:	March 2022
Reference #:	BRD - 15
Category:	Operations

Customer Code of Conduct

1. PURPOSE

The purpose of this policy is to articulate the behaviour and actions expected by those using the Library's services and spaces, and to ensure the Library's environment is welcoming, respectful and safe for everyone.

Everyone is welcome at the Library. The Library provides free and equitable access to information in an environment welcoming for all that acknowledges and supports intellectual freedom.

2. POLICY STATEMENT

The Brampton Public Library Board endorses the [Canadian Federation of Library Association's Statement on Intellectual Freedom and Libraries](#), the [Ontario Library Association's Statement on the Intellectual Rights of the Individual](#) and the [Canadian Copyright Act](#).

Discrimination and/or harassment is not tolerated by the Library. Everyone has the right to equal treatment with respect to the access and use of the Library's services and facilities without discrimination or harassment on the basis of sex, sexual orientation, gender identity, race, colour, ethnic origin, creed and all other grounds set out in the [Ontario Human Rights Code](#). Anyone whose behaviour threatens the safety and dignity of users of the Library facilities will be asked to leave.

This policy is intended to ensure the dignity, safety and intellectual freedom of everyone using the Library, the Library staff and to maintain the security of Library property.

3. CODE OF CONDUCT

The Library asks for everyone's cooperation in maintaining a welcoming and safe environment. Adhering to these rules are for the safety and comfort of everyone in the Library.

- 3.1. Ensure that behaviours are not disruptive to the dignity or safety of others, including threatening, abusive, violent, discriminatory or harassing language or conduct.
- 3.2. Be mindful of personal information and possessions while using library services and/or spaces. Brampton Library is not responsible for loss, damage or theft.
- 3.3. Be respectful and have group or phone conversations away from quiet study areas.

- 3.4. Make bags, briefcases, purses, containers, books and papers available for inspection if requested by staff and/or security personnel.
- 3.5. Supervise children under the age of 12 years or vulnerable adult(s) who are within your care. Children requiring supervision are not to be left unattended in or about the Library premises. See the BRB - 16 Children and Youth Services Policy for more information.
- 3.6. Support or Service animals are welcome in the Library. If the animal does not display a valid authorization, authorization from a medical professional or recognized authority must be produced if required by staff. Other animals are only allowed during authorized programs.
- 3.7. Members of the public must wear shirts and shoes and other appropriate attire.
- 3.8. Leave bicycles, scooters, skates and sporting equipment outside.
- 3.9. Gain staff permission prior to taking any photos or videos on Library property; do not take any photos or videos of Library customers without their permission and staff permission.
- 3.10. Consume food only in designated areas; covered beverages are allowed in most areas of the Library.
- 3.11. Secure permission of the CEO or designate to solicit or distribute materials on Library property, as per the BRD - 17 Promotional Materials and Events Policy.
- 3.12. Only use the designated children's area, or attend a program for children, if you are accompanying a child.
- 3.13. Do not bring weapons of any kind into the Library.
- 3.14. Illegal activity of any kind is not permissible and subject to prosecution.

We ask everyone to follow all Brampton Library policies and guidelines and any reasonable request from staff or security regarding behaviour that disrupts the environment for other individuals. Violations of policies or guidelines may result in removal from the facility, suspension of library privileges and possible sanctions as per the [Criminal Code of Canada](#), the [Public Libraries Act](#), the [Occupational Health and Safety Act](#) and the [Trespass to Property Act](#).

4. SECURITY AND INDIVIDUAL CONFIDENTIALITY

When on Library premises, individuals may be recorded by security cameras and may have their pictures taken during programs. See the BRD - 23 Freedom of Information and Protection of Privacy for more information.

5. REFERENCES AND RELATED POLICIES

BRD - 16 Children and Youth Services

BRD - 17 Promotional Materials and Events Policy

BRD - 22 Library Membership and Use

BRD - 23 Freedom of Information and Protection of Privacy

This policy is available in alternative formats upon request.