

Ajax Public Library

Acceptable Behaviour Policy



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Use: Public

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Approval: CLEO

1. Purpose

- 1.1. The Library Acceptable Behaviour Policy encourages behaviour that supports the Library's mission and values.
- 1.2. It applies everywhere the Library conducts its business; this includes on Library property, in the community, over the phone, via email, or through our website.

2. Definitions

- 2.1. Disruptive behaviour: Any behaviour or actions that interfere with the experience of others and/or behaviour that is abusive, insulting, lewd, or threatening.
- 2.2. Registered service animal: An animal is a service animal for a person with a disability if: it is readily apparent that the animal is used by the person for reasons relating to their disability; or, if the person provides a letter from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.
- 2.3. CSA: Customer Service Associate

3. Scope

This policy applies to:

- 3.1. All customers of the Ajax Public Library
- 3.2. All Ajax Public Library employees

4. Procedures

Everyone has the right to enjoy the services of the Library without disturbance, and so we ask for your cooperation in maintaining a positive environment.

To provide the best possible experience, we ask of our customers the following:

1. Follow instructions of Library employees or security staff.
2. Use the shared space in a respectful way that does not interfere with the experience of others.
3. Refrain from disruptive behaviour that is abusive, insulting, lewd, or threatening.
4. Use Library materials, computers, equipment, and furniture with care.
5. Tidy up after yourself.

6. Observe proper hygiene habits and dress appropriately, including wearing shirts, bottoms, and shoes at all times.
7. Transportation devices, bicycles, scooters, and other small motorized vehicles must be parked outside, except when used by a person with a disability. Skateboards or roller blades may be brought in the Library, but may not be used inside or near the entrances.
8. Registered service animals are permitted, while pets are not.
9. Staff areas are designated for Library Staff use only.
10. Supervise those in your care at all times.
11. Keep your belongings with you. The Library is not responsible for lost or stolen items.
12. Allow inspection of personal bags when requested by Library or security staff.
13. Leave the building in case of fire, fire drills, or other emergencies.
14. Follow all Library, municipal, provincial and federal laws, codes, policies, rules, and regulations.

Library employees make every effort to apply these policies in a fair, respectful, and positive manner for the benefit of everyone. Anyone choosing to disrespect the policies of the Library and refusing to modify their behaviour will be asked to leave. This could result in suspension of Library privileges and/or banning from Library property.

5. Roles and Responsibilities

- 5.1. Chief Library and Executive Officer (CLEO) is responsible for implementation of this policy.
- 5.2. Management and supervisors are responsible for ensuring staff have received training and are applying the policy equitably.
- 5.3. Employees are responsible for applying the policy.

6. Privacy and Confidentiality

The Library protects the privacy and confidentiality of all customers' personal information in keeping with the access to information and privacy provisions of the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56 (MFIPPA) and other applicable legislation.

The Library collects personal information of customers under the authority of Section 23 (4) of the Public Libraries Act, R.S.O. 1990, c.P.44, and personal information will only be used to administer services and programs at the Library.

Access to personal information is limited to only those employees who need access in order to perform their assigned duties. The Library also maintains security standards

and procedures regarding unauthorized access to personal information to prevent unauthorized removal or alteration of data.

The Library will not disclose personal information to any third parties without having obtained prior consent of the person to whom the information pertains, except when MFIPPA permits disclosure or other applicable law requires that the Library disclose the personal information.

7. Accessibility

The Library is committed to using its services to provide all individuals, including those with disabilities, an equal opportunity to effectively use the Library in an independent, dignified manner. The Library strives for accessible spaces and services in accordance with the Accessible Customer Service policy.

8. Communications

This policy will be distributed on the Library's website.

9. Inquiries

Inquiries regarding this policy should be directed to the Manager of Public Service.

10. Related Documents

LIB-AP-006 – Accessible Customer Service Policy

LIB-AP-008 – Customer Banning Policy

LIB-027 – Reinstatement Request Application

LIB-006 – Letter of Trespass – Adult (via Registered Mail)

LIB-050 – Letter of Trespass – Child (via Registered Mail)

LIB-035 – Reinstatement/Request for Meeting Letter – Adult

LIB-036 – Reinstatement Request Letter – Child – Granted

LIB-037 – Reinstatement Request Letter – Adult - Granted

LIB-038 – Reinstatement/Request for Meeting Letter – Child

LIB-039 – Reinstatement Request Investigation Report

LIB-075 – Behaviour/Incident Report

LIB-WI-518 – Customer Banning Procedure

LIB-AP-089

LIB-087 – Banning Notice

LIB-090 – Letter of Trespass - Hand Delivered

LIB-020 – Customer Reinstatement Request Checklist

11. Distribution

This policy should be posted on the website and shared with all staff.