

## CUSTOMER CODE OF CONDUCT

Welcome to the Ottawa Public Library. Our goal is to ensure that everyone has a good experience when using the library, whether in person or virtually.

Everyone has the right to enjoy the services of the Ottawa Public Library (OPL) without disturbance. Our commitment to customers and employees is to deliver excellent service in an environment of mutual respect and courtesy, creating a pleasant and safe atmosphere conducive to both life-long learning and the creative use of leisure time.

The Customer Code of Conduct encourages behaviour that supports the library's mission. It applies everywhere the library conducts its business, whether on library property, out in the community or through our website, BiblioOttawaLibrary.ca.

We ask that you respect the Customer Code of Conduct and abide by all library policies. Employees make every effort to apply these rules in a fair, dignified, and positive manner for the benefit of all. At the sole discretion of the library, anyone choosing to disrespect the policies of the OPL and refusing to modify behaviour will be asked to leave. This could result in suspension of library privileges, cost-recovery charges, and/or prosecution.

We ask your cooperation in maintaining a welcoming environment that provides the opportunity for everyone to enjoy and use OPL facilities, collections, or services.

Please remember to...

### **Be respectful of others**

- Use respectful language and display good conduct. Abusive, coarse, violent, harassing or discriminating language or actions will not be tolerated under any circumstance. This includes but is not limited to physical, sexual or verbal abuse.
- While we welcome guide and/or service animals, leave all other animals at home.
- Speak and work at a soft volume. Minimize distracting sounds.
- Set mobile devices to vibrate or mute. Unobtrusive use of cell phones is permitted.

- Obtain prior written authorization before distributing literature, conducting surveys, gathering signatures, soliciting contributions, posting materials, taking photographs, filming or doing video or audio recording, etc. on library premises.
- Respect individuals with sensitivities to scents and limit the use of fragrances.
- Wear appropriate attire, including shirt and footwear.
- Pay proper attention to personal hygiene at all times.
- Report disruptive behaviour to an OPL employee immediately.
- Do not sleep in the library.

### **Be respectful of library property**

- Use provided materials, computers, equipment, and furniture with respect and care.
- Leave privacy screens on the library computers at all times and respect the Public Network Access Policy while browsing the Internet.
- Check with employees as to restrictions, if any, on consuming food and/or refreshments in the facility. Always ensure proper disposal of leftovers.
- Keep aisles and corridors clear so as to not interfere with the free passage of others. Large equipment (e.g. carts and strollers) or bulky material (e.g. bags and clothing) must not hinder emergency evacuation or wheelchair access.
- Park bicycles, scooters or small motorized vehicles outside the library in designated locations. Small items such as skateboards or roller blades may be brought in but cannot be used inside the library or on the library front sidewalk.
- Use sports equipment off library premises.

### **Be safe**

- Do not leave a child or vulnerable adult unattended. A vulnerable adult is one who cannot take care of him/herself, requires assistance to move about and/or communicate with others.
- Supervise all individuals, especially children, for whom you are responsible.

- Access only public designated areas during normal open hours. Do not stay in the library when the library is closed for business.
- As a security measure, permit inspection, as requested by library or security personnel, of any personal bags or cases when leaving the library.
- Keep your belongings safe with you. The library is not responsible for personal belongings.
- Follow emergency procedures. Leave the building when requested by staff in case of fire, fire drills, or other emergencies.
- Do not engage in activities that are not related to the proper use of the library.
- Follow all municipal, provincial and federal laws, codes, rules and regulations.
- Follow the instructions of OPL employees.

Approved by the Ottawa Public Library Board on March 17, 2014.