

Customer Code of Conduct Policy

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Policy Category:	Public Service
Approved by:	OPL Board
Accountability:	CEO or designate
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Next Review Date:	2027
Supersedes:	

Purpose:

This policy is intended to support a welcoming, inclusive, and respectful environment for all library customers, staff, and volunteers, in accordance with Oakville Public Library’s values and policies. This policy is not intended to address every situation and represents general standards and expectations for all library customers.

Scope:

This policy applies to all library customers, staff, and volunteers anywhere the library conducts business, whether on library or Town property, in other community spaces and virtually through our website, digital platforms or social media channels.

Policy Statement:

At Oakville Public Library, we are committed to inclusion, diversity, equity, and accessibility, and we expect all library customers, staff, and volunteers to treat one another with respect.

Everyone has the right to equal treatment with respect to the access and use of the library’s programs, collections, services, and spaces, without discrimination or harassment on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, age, marital status, family status, disability, gender identity, gender expression, or sexual orientation.

Customer Experience Standards

OPL is committed to providing exceptional customer service that prioritizes inclusion, respect, and empathy. Everyone is welcome and belongs at the library, and we are committed to:

- Creating a welcoming and inclusive environment
- Providing professional and quality customer service and communicating effectively
- Seeking customer feedback to improve service delivery
- Providing library services and resources that are impartial, responsive and relevant to community needs, offering flexible options to meet diverse needs
- Maintaining confidentiality, privacy, and dignity for all customers
- Responding appropriately to disruptive and disrespectful behaviour

Customer Code of Conduct

OPL is a vibrant community hub, and we ask that all library customers uphold our commitment to creating a welcoming and inclusive environment for all. All library customers are required to:

- Be respectful and considerate of library staff and all others when accessing library programs, collections, services and spaces
- Provide supervision and care for their children and youth that is reasonable in the circumstances
- Use library resources, equipment, and spaces for their intended purpose
- Consume food and beverages responsibly without impacting others or library property
- Keep all personal belongings and valuables with you
- Promptly follow the directions of library staff
- Report disruptive and disrespectful behaviour directly to library staff
- Adhere to all OPL policies, procedures, guidelines, and agreements

At any time, library staff may approach customers to address inappropriate, unacceptable, and illegal behaviour, including but not limited to:

- Disrespectful or disruptive behaviours that impact others using the library
- Excessive or persistent demands that are not possible or appropriate
- Threatening, abusive, discriminatory, harassing, intimidating, or offensive language, behaviour or actions
- Vandalism, graffiti, and misuse or theft of materials, equipment or property
- Solicitation activities, including selling or distributing goods or services, canvassing, distributing political or religious information or petitions, and proselytizing on religious beliefs
- Photographing or filming for personal use that records others without their permission, violates a reasonable expectation of privacy, or is disruptive to library operations (all non-personal photography and filming, including news media, are coordinated by OPL's Marketing Department)
- Any act that violates a law or by-law, gives rise to concern for public safety, or contravenes any OPL policies, procedures, guidelines, and agreements
- Trespassing while under an active Trespass Notice

Violations of the Customer Code of Conduct

Library staff will endeavor to ensure that the Code of Conduct is followed and will make every effort to apply these policies in an equitable way for the benefit of all. Library staff will advise customers of appropriate conduct, as required, and state consequences for not following policies should unacceptable behaviour continue.

Any behaviour that does not support our welcoming and inclusive environment and/or violates the Code of Conduct may result in being asked to leave the premises, cost-recovery charges, suspension of some or all library privileges, exclusion from the library in accordance with the Trespass to Property Act (RSO 1980), and/or prosecution.

Related Documents:

- [Inclusion Policy](#)
- [Safety and Wellbeing of Children and Youth Policy](#)
- [Internet Access and Acceptable Use Policy](#)
- [Respectful Conduct Policy](#)
- [Accessibility Policy](#)
- [Customer Privacy Policy](#)
- [Employee Code of Conduct](#)