

# Customer Code of Conduct Policy

<b>Policy Number:</b>	<b>PS-001</b>
<b>Policy Category:</b>	<b>Public Service</b>
<b>Approved by:</b>	OPL Board
<b>Accountability:</b>	CEO or designate
<b>Approval Date:</b>	May 18, 2023
<b>Effective date:</b>	May 19, 2023
<b>Next Review Period:</b>	2025
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## Purpose:

The Oakville Public Library is a community place and our goal is to deliver an excellent library experience in the most respectful manner. Oakville Public Library encourages positive behaviour in line with the library's vision, mission, and values as outlined in the Strategic Plan. Library staff are committed to providing a supportive, safe and welcoming environment for all library customers, staff, and volunteers.

## 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. It is applied in conjunction with the Respectful Conduct Policy and RZone Procedure and other related library policies.

## Policy Statement:

To ensure a positive experience for our library users, library staff commit to:

- Provide professional and quality customer service;
- Communicate effectively and seek feedback to continually improve our service delivery;
- Strive to provide library materials in a timely manner and services and programs that are relevant to the community. Offer alternatives as needed;
- Make every effort to provide welcoming and inclusive spaces and understand individual needs;
- Maintain confidentiality and privacy.

When accessing Oakville Public library at a branch, in a community space, or online, we ask that you:

- Respect diversity, which includes age, abilities, culture, ethnicity, sex, gender identity, gender expression, language, physical characteristics, race, religion, socio-economic status, spirituality, and values.

Further to this:

- Abusive, harassing, and violent behaviour is not permitted.
- Conduct that is disruptive, unsafe, prevents the enjoyment of the Library by others, or interferes with Library operations, is not permitted.
- Be respectful of staff time and library resources by not making excessive and persistent demands or insisting on outcomes that are not possible or appropriate;
- Treat library resources with respect and understand that damage, misuse, theft, and vandalism of materials or equipment is not allowed;
- Use library resources and spaces for their intended purpose to ensure a positive experience for all;
- Be responsible for the conduct of those in your care and do not leave a child or vulnerable person unattended;
- Refrain from solicitation activities, including selling or distributing goods or services, canvassing, distributing political or religious information or petitions, and proselytizing on religious beliefs;
- Exit the Library promptly when directed to do so
- Follow all library policies and procedures as posted in print and / or online.

### **Consequences of not following the Customer Code of Conduct:**

In situations where a customer is engaging in conduct that interferes with a safe and welcoming environment they will be asked to stop, move to another location or activity, or leave the Library premises. Access to specific Library services may also be limited.

Employees make every effort to apply policies in a fair, consistent, and positive way for the benefit of all. Staff will advise customers of appropriate conduct, as required, and state consequences for not following policies should unacceptable behaviour continue.

Anyone who fails to comply with the Customer Code of Conduct Policy may have their library privileges suspended, be banned from the library for a period of time, be required to pay for losses or damages, and/or be prosecuted under the law.

### **References:**

Safety and Well-being of Children policy  
 Confidentiality of Customer Records  
 Internet Access and Acceptable Use policy  
 Inclusion policy  
 Accessibility policy  
 Political Use of Space and Resources policy  
 Respectful Conduct Policy and RZone Procedure – Town of Oakville  
 Oakville Public Library Strategic Plan