

Policy Name:	Code of Conduct	Policy #:	C3
Version History: Approval May 6, 1998 Revised Sept 14, 2006; Sept 16, 2010; Mar 17, 2016; Feb 18, 2021; April 20, 2023			

Purpose

Port Moody Public Library is committed to providing inclusive and welcoming spaces where the community comes together. This policy establishes a code of conduct to ensure a safe and welcoming environment for public and staff that complies with the *Criminal Code* (R.S.C., 1985, c. C-46) and *Human Rights Code* [RSBC 1996] Chapter 210. This policy applies to all visitors to library spaces be it on library property, in the community, on the phone, or electronically (e.g. online programming, social media or email).

Policy Statement

General

The Port Moody Public Library Board is authorized to set rules regulating use of library facilities by the *Library Act* [RSBC 1996] Chapter 264, section 9(a).

Visitors to library spaces have the right to equal treatment without discrimination or harassment in violation of the *Human Rights Code* [RSBC 1996], Chapter 210.

Unacceptable behaviour may result in the suspension of library privileges.

Unacceptable In-Person Behaviour

Everyone is welcome at the Port Moody Public Library unless they behave in a way that is illegal, disruptive, abusive, insulting, or that harasses, threatens, or impedes the use of the library by others. Examples of this behavior include, but is not limited to:

- Begging or selling services, goods, wares, or merchandise
- Damaging library materials or property
- Leaving a child requiring supervision unattended
- Eating food
- Smoking or vaping inside or within 7.5 meters of the facility
- Inhaling, ingesting, injecting, or dealing any controlled substance as defined and described in the *Controlled Drugs and Substances Act*, S.C. 1996, c.19
- Bringing animals into the building other than certified assistance animals
- Inappropriate use of furniture such as placing feet on tables or desks
- Using a cellular phone or other device in a manner that disrupts others
- Taking a photo(s) or video(s) inside the library without prior authorization from the Library Director or designate

Exceptions:

- Covered beverages are permitted
- Selling of certain items is permitted with the permission of the Library Director or designate

Unacceptable Electronic Behaviour

Patron comments, posts and messages during online programs, on library social media channels, or through email directed to staff are welcome unless they are illegal, disruptive, abusive, insulting, harassing, threatening, or impeding the use by others. Examples of this behaviour include, but are not limited to:

- Offensive content such as obscene, profane, discriminatory or racist comments
- Potentially libelous statements
- Illegal activity or encouragement of illegal activity
- Private, personal information published without consent
- Comments related to organized political activity (e.g. political campaigns)
- Commercial promotions, spam, or surveys
- Comments or content not topically related to the site

Social media user comments that attempt to speak on behalf of the Port Moody Public Library are also not welcome.

Suspension of Library Privileges

All library privileges may be suspended including access to the library facility, property, and resources if someone willfully chooses to breach or disrespect the library's *Code of Conduct* policy and refuses to modify their behaviours or activities.

The duration of the suspension will be determined by the Library Director and will depend on the severity of the breach of conduct. Suspended individuals will be informed of how they violated the *Code of Conduct* policy and the period of the suspension.

Individuals have the right to appeal a suspension to the library board in written or electronic form. The written appeal must be sent to the Library Director and received one week in advance of the library board meeting. All appeals must include the appellant's full name and contact information. If the appellant accesses the library facility during the appeal process, their appeal will become void.