

Customer Code of Conduct Policy

Policy Number:	PS-001
Policy Category:	Public Service
Approved by:	Oakville Public Library Board
Accountability:	Director, Branch Services
Approval Date:	November 23, 2017
Effective date:	November 24, 2017
Next Review Date:	December 2020
Supersedes:	

PURPOSE STATEMENT:

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 through our website or social media channels. It is applied in conjunction with the Town of Oakville Respectful Conduct Policy and RZone Procedure and other related library procedures.

POLICY STATEMENT:

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

- Provide professional and knowledgeable 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.

As a customer of the Oakville Public Library, we ask you to:

- Be considerate to others and behave in a manner that does not disrupt other customers or staff;

- Be respectful and not engage in inappropriate behaviour, such as verbal or physical assault directed at staff, customers or volunteers;
- Wear shirts and footwear at all times;
- 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 during your visit;
- Follow all library policies and procedures.

Consequences of not following the Customer Code of Conduct:

It is the responsibility of library employees to ensure that library policies are followed. Employees make every effort to apply these 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.

Related documents and legislation:

Children's rights in the public library Policy
Confidentiality of Customer Records
Employee Code of Conduct
Internet Access and Acceptable Use Policy
Teen's rights in the public library policy
Unattended Children Policy
Customer Behaviour Guidelines

Respectful Conduct Policy and RZone Procedure – Town of Oakville
Oakville Public Library Strategic Plan 2016-2019

Halton Children's Aid Society

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11
Child and Family Services Act, R.S.O. 1990, c.C. 11
Criminal Code, R.S.C., 1985, c. C-46
Human Rights Code, R.S.O. 1990, c. H. 19
Public Libraries Act, R.S.O. 1990, c. P. 44
Trespass to Property Act, R.S.O. 1990, c. T. 21