



KFPL Patron Code of Conduct

Welcome to the Kingston Frontenac Public Library (KFPL). Our goal is to ensure that everyone has a positive experience when using the Library and its services. Our commitment is to deliver excellent service in a space that is accessible, inclusive, welcoming and safe for our patrons and our employees. The Code of Conduct encourages behaviour that supports our commitment. It applies everywhere the Library conducts its business, whether on Library property, in the community, over the phone or email, or through our website.

We ask for your cooperation with the following:

Be respectful of others.

- Guide and/or service animals are welcome in the library.
- Speak and work at a low volume. Set your mobile device to vibrate or mute. Cell phone use is permitted at low volume.
- Use respectful language. Abusive, foul, discriminatory, violent or harassing language or behaviour towards fellow library users or employees will not be tolerated.
- Follow the Internet Access (Public) Policy while using the Internet. Respect the sensibilities of others when viewing materials on the Internet in the Library. Accessing material on the Internet which is offensive or disruptive to other patrons is not permitted.
- Get permission from the Library to distribute literature or post materials on Library property. Canvassing, soliciting, or unauthorized distribution of material is not permitted in the Library.
- Get permission from people before taking their photographs, filming or recording them. Parents or guardians must provide permission for children. Photos and videos cannot be taken in washrooms or in children's areas (unless permitted by the parent or guardian).
- Respect others with sensitivities to scents, and limit the use of scented products.
- Pay attention to personal hygiene. Offensive body odour and/or offensive clothing/bag odour will not be tolerated.
- Wear appropriate attire, including shirts and footwear.

- Patrons are expected to be actively engaged in a library service or event. Loitering or sleeping is not permitted on Library premises. Loitering is defined as sitting or standing idly about; lingering aimlessly without using library services, regular and/or prolonged attendance at the library without using library services.
- Report disruptive behaviour to a Library employee or security.

Be respectful of Library property.

- Use the Library's materials, computers, equipment, facilities (e.g. washrooms) and furniture with respect and care and only for their usual and intended purposes.
- Enjoy cold food and covered drinks in designated areas of the library. Throw out or recycle your garbage.
- Keep aisles, corridors, and spaces around you clear so that others can easily access them.
- Limit the belongings you regularly bring to the Library.
- Park bicycles and scooters outside the Library. Small items such as skateboards or roller blades may be brought in but may not be used inside the Library or near the entrance.
- Only use authorized entrances, exits and areas designated for the public.

Be safe.

- Attend to and supervise the children or other individuals in your care at all times.
- Keep your belongings with you as the Library is not responsible for lost items.
- Leave the building in case of fire, fire drills, or other emergencies.
- The use of alcohol, cigarettes or illegal drugs is not allowed on Library premises. Being under the influence of alcohol or illegal drugs is not allowed on Library premises. The possession of illegal drugs or illegal drug paraphernalia is not allowed on Library premises.
- Follow all municipal, provincial and federal laws, codes, rules, and regulations.
- Carrying weapons or implements which can be used as weapons is not allowed on Library premises.
- Follow the instructions of Library employees or security.
- Allow inspection of personal bags or cases when requested by Library employees or security.

We ask that you respect the Code of Conduct and follow all Library policies. Employees make every effort to apply these policies in a fair, dignified, and positive manner for the benefit of everyone. Anyone choosing to disrespect the policies of the Library and refusing to modify behaviour will be asked to leave. This could result in suspension of Library privileges, eviction from the Library, cost-recovery charges, and/or prosecution.