

<b>Policy Title:</b>	<b>User Expectations</b>
<b>Policy Type:</b>	<b>Public Service</b>
<b>Policy #:</b>	<b>PS 004-05</b>
<b>Policy Authority:</b>	<b>CEO</b>
<b>Effective Date:</b>	<b>March 2016</b>
<b>Revised Date:</b>	<b>April 2023</b>

## **Purpose**

To enhance the comfort and safety of those using Clarington Public Library, Museums and Archives (“CPLMA”) shared space, to protect CPLMA property, and to ensure that a visit to CPLMA is a positive experience for everyone. To ensure those who visit CPLMA are aware of expectations of behaviour from all members of the shared space.

## **Policy**

Everyone is welcome at Clarington Public Library, Museums and Archives. All who enter are entitled to an environment free of harassment, harm, and abuse. CPLMA has established these User Expectations for the comfort and safety of CPLMA members and staff, as well as for the protection of CPLMA property and equipment. Reciprocal interactions between users of the shared space and between members and staff will be courteous and respectful. The expectations of members using CPLMA shared spaces will be applied fairly and consistently by staff to ensure a welcoming, shared experience for all members of the community.

## **Guidelines**

As a Clarington Public Library, Museum and Archives member, I agree to:

1. Be courteous, friendly, and kind to other CPLMA members and staff. I will not engage in threatening, abusive, discriminatory, disruptive, intrusive, sexual, or harassing language or conduct.
2. Use CPLMA property, including equipment and materials, appropriately and without damage, theft, vandalism, or willful misuse.
3. Smoke outside library property and not inside the building. I will comply with the requirements of the relevant municipal and provincial regulations on smoking and vaping.

4. Stay alert and not sleep inside the library branches and museum sites.
5. Be responsible for personal belongings and not leave them unattended.
6. Make requests for service based on appropriate grounds and not on prohibited grounds of discrimination under the Human Rights Code.
7. Ensure all children under 10 years of age be accompanied by a competent caregiver while on CPLMA premises. CPLMA defines a competent caregiver as an individual aged twelve (12) years or older to whom the parent/guardian has given responsibility for the care of the child.
8. Open all bags for inspection if requested by staff.
9. Keep CPLMA materials in appropriate areas and not take them into the washrooms.
10. Seek CPLMA approval prior to posting notices, distributing circulars or petitions, soliciting, or engaging in any commercial activity on CPLMA property.
11. For commercial purposes, seek CPLMA approval prior to photographing, filming, or recording video on Library property.
12. Wear appropriate attire, including shirts and shoes.
13. Use sports equipment outside Library buildings.
14. Only bring service animals, in accordance with Accessibility for Ontarians Act (AODA) in CPLMA buildings unless CPLMA approval has been granted.

Any behavior that does not support a welcoming environment and/or violates any of the above User Expectations may result in cost-recovery charges, suspension of CPLMA privileges, exclusion from CPLMA property, and/or criminal charges.