

POLICY MANUAL	Section No. : LS 7-7.2
	Effective : March 18, 2002
SECTION : Library Services - Other	Revised : Sept 19, 2011, Nov 17, 2014, February 27, 2017 Reviewed: April 16, 2018, February 25, 2019, February 24, 2020, January 26, 2021, January 17, 2022, February 7, 2023; January 23, 2024
SUBJECT : Library Users – Code of Conduct	Page 1 of 2

The Welland Public Library is committed to providing a safe and welcoming environment for all visitors and staff. To ensure a positive and enjoyable Library experience for all, cooperation from all visitors in upholding the standards as outlined in this policy is requested. If behaviours that contravene the following guidelines are observed, staff should be informed promptly so that the appropriate action can be taken. For specific information regarding the progressive disciplinary process for Library visitors, please refer to policy LS 7-7.6.

This policy applies to visitors of all ages, and is in effect at all Welland Public Library locations, including temporary or mobile workspaces within the community.

To ensure a happy, healthy and safe environment for everyone, please:

1. Abide by all applicable, federal, and provincial legislation, municipal by-laws, and Library policies and procedures at all times.
2. Keep unnecessary noise and disruption to a minimum to maintain the Library as a comfortable place to read, study, and work.
3. Refrain from viewing pornographic material on public or private devices when in the Library.
4. Respect Library materials, Library property and shared facilities, as well as the personal property of visitors and employees.
5. Converse with staff and other visitors in a polite and respectful manner. Harassment and acts of violence will not be tolerated.
6. Formally check out any materials that you wish to borrow. All suspected thefts will be investigated and are subject to prosecution.
7. Make available all bags for inspection if requested by a Library staff member.
8. Ensure that individuals in your care are appropriately supervised.
9. Leave pets at home unless they are certified service animals or are authorized to participate in a Library event or program.
10. Dress appropriately for a public environment, including a shirt and footwear.
11. Avoid wearing scented products.

Thank you for not:

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1. Entering designated “employee only” areas without authorization.
2. Consuming alcohol, impairing substances, illicit drugs, or tobacco products (including e-cigarettes and cannabis) in the Library.
3. Bringing unlidded drinks or fragrant food into the Library.
4. Consuming food and/or beverages while using the Library’s computer stations and makerspace equipment.
4. Promoting religious doctrine or, political positions or conducting business on Library property.
5. Posting promotional material on the Library bulletin board. Please leave materials with Library staff as all flyers, posters, and brochures are subject to the approval of authorized staff.