



Policy Name:	Customer Code of Conduct	Policy No.:	PS-11
Category:	Public Services	Approval Date:	November 10, 2017
Approval:	Library Board	Revision Date:	September 18, 2025

Everyone is welcome in the Newmarket Library. This Code of Conduct ensures a positive experience for all people on the Library’s premises. We ask for your cooperation in maintaining a safe environment where we treat each other respectfully and courteously. Staff will make every effort to apply the Code of Conduct in a fair, respectful, and positive manner.

We ask that you follow these guidelines:

Respect each other

- Respect the purpose of each library space so that quiet study, collaboration and food free zones can meet the needs of the community.
- Support a culture of curiosity, learning and respect for others by allowing others to explore, learn and express themselves without interference or judgement.
- Help us keep the Library welcoming to all by only bringing in registered guide or service animals.
- Celebrate and share your Library experience, but please refrain from taking photos or videos of others without their permission.
- Contribute to a comfortable environment by wearing appropriate clothing and footwear.
- Work with us to maintain a safe space, please report disruptive behaviour to staff.

Care for your Library

- Help us keep the Library clean and comfortable for all by using the garbage and recycling bins and caring for equipment and furniture.
- Keep indoor spaces safe and accessible by parking bicycles and scooters outside and keeping the aisles and spaces around you clear of your personal belongings.
- Allow staff to close safely by leaving the building promptly at closing time.

Help keep everyone safe

- Ensure vulnerable people and children under 10 are safe by always providing active supervision.
- Take care of your belongings, the Library is not responsible for lost or stolen items.

- In an emergency, please follow staff instructions so everyone can remain safe.
- Contribute to a safe and law-abiding environment by following all municipal, provincial and federal regulations.

Code of Conduct Violations

- To keep the Library safe and welcoming for all, customers may be asked to leave if their behaviour includes:
 - Threat to public health and safety
 - Disrupting other customers or the delivery of library services including, but not limited to: solicitation, unapproved promotion or unwanted advances.
 - Bringing any weapon, or replica weapon, into the Library
 - Threat or harassment to other people in the Library, either verbally, physically, sexually, or with intent to harm
 - Damage to Library facilities, equipment, or materials
 - Not respecting a staff member's request to stop behaviour that violates the Code of Conduct.
- Serious or repeated violations can result in an Exclusion Notice from the Library based on the *Ontario Trespass to Property Act*.
- When necessary, staff will call for assistance from the appropriate authorities, including York Region Police Service, if and when it is required.
- Illegal activities will be reported to law enforcement.
- To keep the Library safe and welcoming for all, we have zero tolerance for unsafe, unlawful, abusive, or disrespectful behaviour.

Related Policies:

Accessibility Standards for Customer Service Policy

Inclusion and Anti-Discrimination Policy

Community Information Policy

Unattended and Missing Child Policy