



Section of Policy Manual: Patrons	Policy No. : PAT-03
Subject: Patron Code of Conduct	Policy Approval Date: March 12, 2026 Date Last Approved: February 11, 2021
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The Gravenhurst Public Library provides free and equitable access to services in a welcoming and supportive environment that is free from discrimination and harassment. The rules set out here are intended to ensure the dignity and safety of the public and the staff, and to maintain the security of library property without disruption to library service. The mandate to set such rules is given under the **Public Libraries Act**, Section 23 (4), which states that the Library Board may make rules for:

- i. the use of library services
- ii. the exclusion from the library of those who behave in a disruptive manner or cause damage to library property
- iii. suspending library privileges for breaches of the rules
- iv. regulating all other matters connected with the management of the library and library property

Within this context, the Gravenhurst Public Library’s top priority is to ensure a positive experience for library users while in the library. GPL asks patrons to:

Be respectful of others.

1. Speak and work at a reasonable and respectful volume.
2. Set mobile devices to vibrate or mute.
3. Follow *Policy SER-11 Internet Access* while using the Library Internet.
4. Refrain from foul, abusive, or discriminatory language or actions. See **PER-13 Workplace Discrimination and Harassment** and **PER-14 Prevention of Workplace Violence**.
5. Respect the sensibilities of others when viewing materials in the Library.
6. Pets are not permitted into the building with the exception of registered guide or service dogs.
7. Obtain permission from library staff to distribute literature or post materials on Library property. Solicitation is not permitted in the Library.
8. Get permission from people in photos or videos that are being taken. Parents or guardians must provide permission for children.
9. Respect others with sensitivity to scents and limit the use of scented products.



10. Protect oneself and others from the spread of communicable diseases by following current Simcoe Muskoka District Health Unit guidelines.
11. Wear proper clothing and footwear. Members of the public must wear shirts, shoes and other appropriate attire.
12. Report disruptive behaviour to a Library employee.
13. Do not enter staff areas including service desks in public areas, staff workroom, staff lunchroom, and storage rooms, without permission.

Be respectful of Library property.

1. Use the Library's materials, computers, equipment, and furniture with care.
2. Eating and drinking is not allowed at any Library computers.
3. Refrain from taking Library materials into the public washrooms.
4. Use receptacles in the Library designated for garbage or recycling.
5. Keep aisles, corridors, and spaces clear so that others can easily access them, and please return items to where they were found.
6. Park bicycles and small recreational motorized vehicles 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.

Be safe.

1. Keep belongings close as the Library is not responsible for lost, damaged, or stolen items.
2. Leave the building in case of fire, fire drills, or other emergencies. Under lockdown situations follow staff instructions.
3. Follow the instructions of Library employees.

Code of Conduct – Exclusion and Appeals

This policy outlines the Patron Code of Conduct for the Gravenhurst Public Library. We ask that library patrons respect this Code of Conduct and follow Library policies. Employees will make every effort to apply these policies in a fair, dignified, and equitable 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. Staff will inform the person how they have violated the Library's Code of Conduct and will take some or all of the following actions: suspension of Library privileges, exclusion from the Library for a specific period of time, exclusion



on the basis of the **Ontario Trespass to Property Act**, R.S.O.1990, cost-recovery charges, and/or prosecution.

A person has a right to appeal a letter of exclusion (i.e. Letter of Trespass) or extension of an exclusion, in writing to the CEO/Chief Librarian, during the period of exclusion. This appeal will be reviewed at the discretion of the CEO/Chief Librarian.

Related documents

Appendix A: Letter of Trespass Template

Gravenhurst Public Library Policy **SER-11 Internet Access**

Gravenhurst Public Library Policy **PER-13 Workplace Discrimination and Harassment**

Gravenhurst Public Library Policy **PER-14 Prevention of Workplace Violence**

Gravenhurst Public Library Policy **SER-02 Children's Services**

Gravenhurst Public Library Policy **PAT-05 Children's Program Code of Conduct**

Public Libraries Act, Section 23 (4)

Ontario Human Rights Code

Ontario Trespass to Property Act, R.S.O. 1990

Simcoe Muskoka District Health Unit guidelines