



# Code of Conduct Policy

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## Purpose

This Code of Conduct policy is intended to support a welcoming and enjoyable environment for library employees, library volunteers, contracted staff, and the public, while maintaining the safety and security of Annapolis Valley Regional Library (the "Library") property without disruption to library services.

## Scope

This policy applies to all Library employees, Library volunteers, community partners, contractors and library users using or accessing library resources or services, including any space on or off library property where library services are provided, including library branches, programs and events, online programs, telephone, email, social media and website.

## Underlying Principles

Everyone has the right to equal treatment with respect to the access and use of library services without discrimination or harassment on the basis of race, ethnicity, nationality, immigration status, socio-economic status, sex, gender identity, gender expression, sexual orientation, age, ability, culture, ethnicity, language, religious affiliation, beliefs, age, or any other prohibited grounds under the [Nova Scotia Human Rights Act](#).

The Library supports diversity, equity, and inclusion by welcoming everyone, without judgement, to pursue their interests at the library, provided they do not violate this Code



of Conduct policy, the [Nova Scotia Human Rights Act](#), the [Criminal Code of Canada](#), or other applicable laws and policies.

The Library asks for everyone's cooperation and support in ensuring all those who access or deliver library services feel welcome, safe, and respected.

Any behaviour that does not support a welcoming environment and/or violates this Code of Conduct Policy will be asked to leave. Continued disregard may result in the suspension of library privileges, exclusion from the Library, cost-recovery charges, engagement of law enforcement or another regulatory body, and/or prosecution.

## **Code of Conduct**

Users of the library are participants in a shared public space and are expected to conduct themselves in a respectful and considerate manner. Everyone using the space is responsible for the appropriate use of library space and resources, and will behave in a courteous, respectful, safe, and understanding manner. Discrimination and/or harassment will not be tolerated under any circumstances.

A parent, guardian, or caregiver must ensure that youth requiring supervision are accompanied by a responsible caregiver while accessing and using the library. Parents/guardians are responsible for the conduct and safety of their youth while they are using the library, and ensuring they comply with this policy and all library policies.

Everyone using library spaces and services will follow the direction of library staff. At any time, staff may approach library users to intervene or mediate conduct that does not support a welcoming environment.

### **Inappropriate conduct**

Inappropriate conduct includes, but is not limited to:

1. Violent, threatening, abusive, or harassing or discriminating language or conduct, including sexual harassment, towards others that is known or ought reasonably to be known to be unwelcome, offensive, embarrassing or hurtful.
2. Vandalism, including library materials, equipment, or property.
3. Refusing to follow library rules or cooperate with library staff.
4. Being unreasonably loud and disruptive in a manner that interferes with other library users.



5. Sexual activity or indecent exposure.
6. Theft of another individual's personal items and theft of the library material, equipment, or property.
7. Being under the influence of alcohol or a controlled substance in a manner that is disruptive.
8. Consuming alcohol or controlled substances.
9. Smoking or using vaping/e-cigarette devices.
10. Posting notices, distributing circulars or petitions, soliciting, or engaging in any commercial activity on library property, including selling without permission, or asking other individuals for money or something else.
11. Not wearing shoes, shirts, or other attire
12. Using unauthorized entrances and/or accessing staff-only or restricted areas without permission.
13. Monopolizing library space, furniture, equipment, and other resources that lead to the exclusion of others.
14. Leaving children requiring supervision unattended on library premises.
15. Pets are not permitted in the Library. Service animals are welcome. Library staff may ask for an ID card from the province showing proof that a dog is registered, as per the [Nova Scotia Service Dog Act](#).

**The following is permitted:**

1. Filming or photography for personal use is permitted, except where there is a reasonable expectation of privacy. Commercial photography or filming requires approval by the Library.
2. Food and covered drinks are permitted, except in designated areas where signs indicating food and/or covered drinks are prohibited. People are expected to clean up after themselves.

## **Applying the Code of Conduct**

To maintain a welcoming and enjoyable environment for Library users and staff, the Library has the right and obligation to enforce the Code of Conduct in a fair and consistent manner. When a violation of the Code of Conduct occurs, Library staff have discretion in determining whether a person's access to library space and services will be suspended, the duration of the suspension, and will take into consideration the severity of the misconduct, the circumstances surrounding the incident and any mitigating factors. Suspensions from one day to one year are possible.



Any individual whose access to library space(s) and service(s) has been suspended for six months or more has the right to appeal the suspension. For suspensions of one year, the individual has the right to appeal if their request for reinstatement following their one-year suspension is denied.

Library staff have the right to:

- Ask an individual to change their behaviour or to leave the library if they do not follow this Code of Conduct policy.
- Give the person who does not follow the Code of Conduct Policy a warning or a suspension from the library. Depending on the seriousness of the conduct a suspension could be short or long term.
- Call the police if someone is doing something unsafe or not cooperating with staff.

If someone does something against the law, such as damaging library material and property, they may be required to pay for repair or replacement of the damaged material or face criminal charges.

## Appealing a Suspension

Any person who has been given a suspension, can appeal in writing to the Library using the following process.

### How to Appeal

The designated library staff contact information for submitting an appeal will be included in the suspension letter.

The person may appeal by using a form available on the Library's website or by writing a letter with the following information:

- Name
- Address where they can be contacted/phone number/Library card number (if available)
- Space(s) from which they were suspended and date of suspension
- Reason for appeal

The decision of the designated library staff is final and there are no further steps in the appeals process.



## **Implementation**

The Regional Branch Manager is responsible for implementing this policy.

## **Related Legislation and Library Policies**

[Nova Scotia Human Rights Act](#)

[Criminal Code of Canada](#)

[Service Dog Act](#)

[NS Smoke-free Places Act](#)