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|  | Kenora Public Library | Code of Conduct - Patron |
| | Section: Operations | Policy #: OP-02-04-01 |
| Supersedes #017-2019, 141-2012, 04-2014, 037-2015 | Motion #036-2022 | Date: June 22, 2022 |
| | Review schedule: 4 years | Page 1 |

The code of conduct defines behaviour appropriate within the Kenora Public Library so that the Library can be an environment free of harassment and violence. The Library expects respectful and considerate relationships between employees and members of the public and is committed to ensuring the safety of all employees, customers, and volunteers. As a City of Kenora Facility, the Kenora Public Library adopts the City of Kenora Community Code of Conduct Policy HR-2-26.

Employees will use the strategies and procedures outlined in the City of Kenora Community Code of Conduct Policy when dealing with inappropriate behaviour.

Appeal Process

If a customer wishes to appeal any action taken by the Library, the customer may present their case in writing to the Chief Executive Officer within 14 days of the decision.

The appeal will be reviewed by the CEO and any decision made is final.

Related Documents:

City of Kenora ***Community Code of Conduct HR-2-26***

City of Kenora ***Incident Form HS-007***

Kenora Public Library ***Appendix – Notice of Trespass***