

Orange County Library District Code of Conduct for Exhibitors

The Orange County Library District (the “Library”) strives to seek business relationships with individuals and organizations that understand and respect the Library’s values, customer service framework, and mission. The Library reserves the right, in its sole discretion, to discontinue partnerships with individuals or groups who demonstrate they are not aligned with these values.

Values: When Exhibitors interact with the public on behalf of the Library, they should do so with these values in mind: Creativity, Integrity, Respect, Collaboration, Learning, Excellence, and Service.

Customer Service Framework: Exhibitors should be familiar with and guided by the Library’s Customer Service Framework when interacting with customers on behalf of the Library.

- **The customer is our hero** – the Library puts customer needs first, and customer interactions should be inclusive, friendly, helpful, and respectful.
- **Creating a safe adventure** – the Library strives to maintain a safe, clean, and welcoming environment for its customers.
- **Leave a footnote** – the Library provides timely, accurate, and helpful information that guides its customers in how best to take advantage of our services to give them a reason to return.

Mission: Exhibitors should understand and be guided by the Library’s mission when interacting with customers on behalf of the Library -- *Adding to the quality of life by creating a learning environment and experiences that foster personal growth and development.*

Prohibited Discrimination and Unlawful Harassment:

1. The Library does not and will not condone discrimination or unlawful harassment against employees or customers on the basis of race, color, religion, creed, sex/gender (including pregnancy, sexual orientation, and gender identity), national origin, ancestry, marital status, veteran status, citizenship, age, physical or mental disability, genetic information, or any other characteristic protected by federal, state, or local law.
2. It is the intent of the Library to exclude unlawful discrimination and unlawful harassment in all forms from all of its workplaces and working relationships. All customers, users, or visitors have the right to an environment free of unlawful discrimination and harassment. This expectation applies to all partners of the Library. The Library may choose, in its sole discretion, to terminate relationships with partners who fail to respect these rights, and third-party party vendors may have their contracts terminated or other appropriate action taken against them for violations of this policy.
3. To help ensure that no employee or customer feels subject to discrimination or unlawful harassment, the Library prohibits any offensive physical, visual, written, or spoken conduct, including but not limited to conduct of a sexual nature, off-color jokes, racial, ethnic or religious epithets, slurs or innuendos, ageist remarks, whether in person, in writing, or by way of electronic media.
4. The Library prohibits repeated and unwelcome physical, visual, written, or spoken conduct that creates what a reasonable person would consider to be an intimidating, hostile, abusive, or offensive environment. Any such conduct toward employees, customers, users, or visitors to the Library, is strictly prohibited.
5. Unlawful harassment or discrimination is not always capable of precise definition. For example, what may be unwelcome sexual harassment to one person could be nothing more

than socializing, teasing, locker room banter, or flirtation to another person. Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Therefore, the Library must treat all complaints seriously and admonish all employees and partners to guard against any conduct that tends to cause discomfort or harassment to another, even though one might not believe it to be offensive.

Social Media: Partners should strive to be positive on social media and support Library values. They should not engage in cyberbullying or other activities that threaten, intimidate, or harass others. They should use good judgment when posting and refrain from cultivating an image that promotes foul, hateful, or obscene language or behavior. The Library reserves the right to review the Exhibitor's social media platforms and, in its sole discretion, to determine whether to discontinue or terminate doing business with the Exhibitor. This Code of Conduct applies during and after working hours, in person, or by other means of communication such as phone or electronic communications, including social media.