

# OP 17 Rules of Conduct

(PATRONS)

<b>Policy Type:</b>	Operations	<b>Policy Number:</b>	OP 17
		<b>Policy Approval Date:</b>	Sept. 7, 2006
<b>Policy Title:</b>	Rules of Conduct (Patrons)	<b>Policy Review Date:</b>	June 2023
		<b>Next Review Date:</b>	June 2027

## 1.0 Overview

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The Whitchurch-Stouffville Public Library has adopted these rules of conduct to provide a safe, comfortable environment in order to promote a worthwhile and satisfying library experience for all patrons. Library patrons are expected to follow all Library policies, including these Rules of Conduct.

## 2.0 Policy

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Everyone is welcome at the Whitchurch-Stouffville Library. Our patrons are entitled to an environment that is safe, positive, and conducive to the use of library materials and services. Behaviours that are disruptive or diminish the positive experience outlined above are prohibited. 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 24 (4), which states that the Library Board may make rules:

- a) for the use of library services
- b) for the exclusion from the library of persons who behave in a disruptive manner or cause damage to library property
- c) suspending library privileges for breaches of the rules

- d) regulating all other matters connected with the management of the library and library property.

Violations of this policy may result in expulsion from the Library, loss of Library privileges, cost-recovery charges, and/or prosecution under the *Trespass to Property Act* or the *Criminal Code*.

Within this context, our top priority is to ensure a positive experience for Library users while in the Library. Please:

Be respectful of others.

- Speak and work at a reasonable and respectful volume.
- Set your mobile device to vibrate or mute.
- Follow the Internet Services Policy while using the Library Internet.
- Refrain from foul, abusive, or discriminatory language or actions.
- Bring in only registered guide or service animals.
- Report disruptive behaviour to a Library employee.

Prohibited Activities at the Library:

1. Littering, loitering, or solicitation.
2. Photography, videography, or filming without approval from the CEO.
3. Failure to wear shirts, shoes, or other proper attire, at the discretion of senior staff.
4. Making loud or disturbing noises.
5. Smoking, including electronic and smoke free cigarettes.
6. Using inline skates or skateboards on Library premises.
7. Bringing in animals other than those used as service animals.
8. Leaving children under the age of 11 unattended.
9. Harassing staff and/or patrons.
10. Acts of vandalism, wilful damage, or theft of library property.

## 3.0 Code of Conduct – Exclusion and Appeals

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The policy outlines Code of Conduct for the Whitchurch-Stouffville Public Library. We ask that you respect this Code of Conduct and follow all 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 of how they violated the Library's Code of Conduct, and will take some or all of these 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*, cost-recovery charges, and/or prosecution.

A person has a right to appeal a letter of exclusion or extension of an exclusion, in writing to the CEO, during the period of exclusion.