



CODE OF CONDUCT POLICY

1.0 PURPOSE

The purpose of this policy is to ensure that the Richmond Hill Public Library (Library) remains a welcoming, safe, and respectful environment for everyone. The Library is a shared public space, and all visitors are expected to follow this Code of Conduct to help create a positive experience for everyone.

2.0 POLICY STATEMENT

Richmond Hill Public Library strives to provide equitable access to library resources, services and facilities without discrimination or harassment based on race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status, disability or the receipt of public assistance or any other violation set out in the Ontario Human Rights Code.

The intent of the rules below is to support safe and welcoming experiences for everyone at the Library, and these rules apply to all branches, online spaces, and at any library outreach events. The Library asks for your cooperation in creating a positive environment by following the rules outlined in this policy.

Library staff make every effort to apply these rules in a fair, respectful, and positive manner that benefits everyone. We recognize that every person's circumstance is unique and we strive to apply our Code of Conduct with fairness in mind.

3.0 RULES OF CONDUCT

3.1 Respect for Others

- Treat all library visitors and staff with courtesy and respect.
- Discrimination, harassment, or bullying of any kind will not be tolerated.
- Avoid loud conversations, disruptive noises, or behaviour that disturbs others.

3.2 Care for Library Property

- Take care of library materials, furniture, and equipment.
- Return borrowed items on time and in good condition.
- Do not damage or deface library property.

3.3 Personal Conduct

- Offensive or inappropriate behaviour, language, or clothing is not allowed.
- Follow all library policies, including those regarding the use of computers, the internet, and other library resources.
- Follow any public health guidelines that are in place.

3.4 Supervision of Children

- Follow the library policy related to unattended children.

- Children aged 11 and under must be attended by a parent, guardian, or caregiver at all times.
- Caregivers are responsible for the behaviour and safety of the children in their care.

3.5 Use of Space

- Use library spaces for their intended purposes (e.g., staff work area for staff, study areas for studying, children's areas for children).
- Avoid creating any trip hazards by keeping personal belongings properly stored and keeping walkways and exits clear.
- Respect the quiet areas of the library.

3.6 Animals

- Only service animals are allowed inside the library, unless special permission is granted for programs or events.

3.7 Food and Drinks

- Eating and drinking are allowed, but please avoid messy or strong-smelling foods.
- Clean up after yourself and dispose of trash properly.

3.8 Photography and Recording

- Respect people's privacy when taking photos or videos for personal use.
- Photography, filming and the use of all photographic devices are not allowed in the Library's washrooms.

- Follow the library policy on filming and photography for commercial purposes.

3.9 Use of the Internet

- Internet use must comply with the library's Public Internet Use Policy.
- Viewing inappropriate or illegal content is strictly prohibited.

3.10 Personal Belongings

- Keep an eye on your personal belongings. The library is not responsible for lost or stolen items.
- Bags or personal items should not block walkways or take up excessive space.

4.0 VIOLATION OF RULES

- Violation of the Code of Conduct may result in cost-recovery charges, suspension of library privileges, and/or exclusion from the Library.
- Library staff may ask you to leave the premises for any inappropriate behaviour.
- Serious or repeated violations can result in a temporary or permanent ban from the Library based on the Ontario Trespass to Property Act, and prosecution.
- Illegal activities will be reported to law enforcement.

5.0 RIGHTS OF THE LIBRARY

- The Library reserves the right to take any necessary actions to ensure the safety, security, and enjoyment of all its visitors and staff. This may include inspecting personal belongings or asking individuals to leave the premises when required.
- The Library has the authority to apply the Code of Conduct as needed to maintain a respectful and safe environment for everyone.
- Recordings of security video cameras may be used to validate the violation of the Code of Conduct at the discretion of the Library and City of Richmond Hill.

6.0 RELATED POLICIES

- Filming and Photography Policy (April 2018)
- Public Internet Use Policy (December 2013)
- Unattended Children Policy (Drafted)

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