



# Whitby Public Library

## **Rules of Conduct Policy**

**Policy Type: Public**

**Authority/Created: Library Board**

**Date Created: April 20, 2005**

**Date Reviewed: June 18, 2025**

### **Purpose**

Everyone is welcome at the Whitby Public Library. The Whitby Public Library Board has established these rules of conduct for the comfort and safety of library patrons and staff and the protection of library property and materials. They apply everywhere the Library conducts its business, including on Library property, in the community, over the phone or email, through our website, and on our social media platforms.

### **Policy**

The Rules of Conduct policy encourages behaviour that is aligned with the Library's vision, mission, and values. Our library is a unique gathering place where the community comes together to learn new things, share ideas, and connect with one another. As a public library, we respect your individual rights while recognizing that they must be balanced with the rights of others. Our goal is to deliver excellent service in a shared space that is welcoming and safe for our patrons and our employees.

Violation of these rules could result in expulsion from the Library, cost-recovery charges, and/or prosecution under the *Trespass to Property Act* or the *Criminal Code*.

## **General**

Everyone has the right to enjoy the services and spaces of the Library. These rules will be enforced fairly and consistently to ensure a welcoming and positive experience for all members of the community. Library patrons will be treated courteously and respectfully by staff and are expected to treat staff and other patrons in the same manner by respecting the Rules of Conduct.

As a library user, I agree to follow the directions of Library employees and security staff and will always abide by these Rules of Conduct:

### **Act Safely and Responsibly**

- Language and behaviour that is violent, threatening, abusive, discriminatory, or harassing will not be tolerated.
- Selling or soliciting materials or services, and distributing materials or petitioning others, is prohibited.
- Carrying or using weapons, or items that resemble weapons (such as water guns), is not acceptable.
- Smoking or vaping anywhere on Library premises is not allowed.
- Possessing, selling, or consuming controlled and/or prohibited substances, such as alcohol or drugs, is forbidden.
- Do not misuse the washrooms.
- Children under the age of 10 can not be left unattended in the library.
- Never leave personal belongings unattended. The Library is not responsible for lost or stolen items.

### **Be Considerate of Others**

- Speak and work at a volume that is appropriate for the environment and not disruptive to others. Headphones should be used when listening to music, watching videos, attending virtual meetings, etc.
- Behave respectfully to other participants during Library programs.
- Keep aisles, hallways, emergency exits, and space around you unobstructed so that others can easily access them.
- Always wear appropriate attire, including shoes and a shirt.
- Practice personal hygiene.

- Do not sleep in a way that is disruptive to others, such as snoring loudly or sprawling across multiple seats or the floor. Occasionally, staff may need to wake patrons for a wellness check.
- When taking pictures or videos, obtain permission of the people being photographed or recorded. The Library reserves the right to ask the nature of any photography or filming taking place on property. No photography or videography is permitted in washrooms. Commercial and student filming requests must be pre-approved in writing by the CEO and Chief Librarian or their designate.

### **Be Respectful of the Space**

- Do not mistreat library property, including collections, furniture, spaces, and technology.
- Unless otherwise posted or communicated by staff, you are welcome to eat in the Library. Always tidy up after yourself by placing garbage and recyclables in the bins provided.
- Do not bring bicycles into the Library.
- Do not bring in any animal unless it is a service animal as defined by the *Accessibility for Ontarians with Disabilities Act* or part of an authorized program.
- Entering areas designated for Library staff use only is prohibited.

If you witness anyone breaking the Rules of Conduct, please report it to a staff member immediately.

Library employees make every effort to apply this policy in a fair, respectful, and positive manner for the benefit of everyone. Failure to comply with these rules may result in suspension of library privileges, exclusion from library premises, levying of cost recovery charges, and/or prosecution.

### **Authority**

- Public Libraries Act
- Trespass to Property Act
- Criminal Code of Canada
- Accessibility for Ontarians with Disabilities Act