



## Richmond Hill Public Library Board

# CODE OF CONDUCT POLICY

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### 1.0 PURPOSE AND SCOPE

As a strong cornerstone of Richmond Hill, we exist to improve people's quality of life. Our role is a gathering place for our community and to provide equitable and universal access to resources that support people's well-being. The purpose of this policy is to encourage a safe, respectful and inclusive use of library space and to guide appropriate use of that space.

### 2.0 POLICY

Richmond Hill Public Library (RHPL) is intended to be a welcoming space for the use and enjoyment of all. We created our Code of Conduct to encourage a safe, respectful, and inclusive environment that supports a positive library experience for both our community members and our team of employees.

Our team makes 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 equity in mind.

Violation of our Code of Conduct could result in a member's library membership being suspended, their removal from library branches or programs, charges for replacement fees for damaged items and/or, in extreme cases, prosecution under the Trespass to Property Act or the Criminal Code. 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.

### 3.0 **GENERAL RULES**

RHPL Code of Conduct is inspired by our values. We believe that understanding and embracing diversity enriches us and that our services should be accessible to everyone. The intent of the rules below is to support safe and welcoming experiences for everyone at RHPL, and these rules apply to our branches, our online spaces, and at any of our outreach events.

- 3.1 All community members and RHPL team members should be treated with respect.** Behaviour that demeans, bullies or discriminates persons based on their 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 of the Ontario Human Rights Code will not be tolerated.
- 3.2 Every person has the right to feel safe while visiting our branches.** Behaviour, language or attire that is disruptive, unlawful, disorderly, abusive, or threatening to our team or our community members is not permitted. While in our spaces, you're expected to follow current public health directives that support the wellbeing of those around you. Photography and video recording isn't permitted anywhere in our branches without the approval of a team member.
- 3.3 Our materials and equipment are intended to be enjoyed by all.** Which is why we expect all persons to treat them with care. Each person is also responsible for their own personal items they bring into our branches.
- 3.4 Caregivers are responsible for children.** Whenever and wherever they interact with the Library. Children under the age of 11 must be accompanied by an appropriate adult caregiver while visiting our branches. If your child is attending a program, we expect caregivers to remain inside the library branch for the duration of the program.
- 3.5 Our spaces are built with purpose, with the comfort of our community members and operational needs in mind.** Workspaces for our team members are not intended for public use or entry. Children's spaces are intended for children and their caregivers, and public study spaces are intended for studying.
- 3.6 Service animals.** As defined in the Accessibility for Ontarians with Disabilities Act, are welcome into our branches and other spaces. As much

as we all love our furry friends, though, for the safety of people in the library other animals have to remain outside of our branches, unless they are there for library purposes (e.g. a program) or have received special permission by one of our managers on duty.

**3.7 Go ahead and use the internet.** Community members must comply with the appropriate use of the internet and its resources as outlined in the Public Internet Use Policy.

#### **4.0 VIOLATION OF RULES**

We expect all community members to treat our team members with respect and dignity, and we support team members in the decisions they make when it comes to the violation of our Code of Conduct.

**4.1** At the discretion of our team, anyone exhibiting behaviours that violate our Code of Conduct may result in being asked to leave our branches and may not return to the Library for the same calendar day. These behaviours may include, but not limited to:

- a. Any behaviour that poses a threat to public health and safety;
- b. Repeatedly exhibiting disruptive behaviour that disturbs community members or the daily operation of Library services;
- c. Exhibiting harassment or threatening behaviour or use of foul or threatening language;
- d. Misuse of Library materials or Library facilities resulting in damage or harm;
- e. Canvassing, selling, promoting or distributing unsolicited materials on Library property;
- f. Any behaviour that is contrary to Library Board policy; and/or
- g. Engaging in any activity that violates federal, provincial, local, or other applicable law or regulation.

**4.2** Repeatedly breaking RHPL's Code of Conduct and exhibiting the above behaviour(s) will be grounds for exclusion from Library property for extended periods of time.

**4.3** Vandalism, tampering, intentional damage or theft of library property may be subject to prosecution and excluded from use of library facilities for an extended period.

- 4.4 Persons who commit offences under the Criminal Code will be reported to York Regional Police and excluded from use of library facilities for an extended period.
- 4.5 We are obligated by law to call York Regional Police or the Children’s Aid Society of York Region if a child is left unattended, or if we are concerned for their safety.
- 4.6 We reserve the right to inspect contents of all bags, briefcases and other containers as needed.

**5.0 RELATED POLICIES**

- 1. Public Internet Use Policy (December 2013)

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