



SUBJECT: RULES OF CONDUCT POLICY

Policy No: 2023-13

Date: May 15, 2023

Review Date: May 2027

Pages: 5

PURPOSE

The Rules of Conduct encourage behaviour that supports the Library's mission and values. It applies everywhere the Library conducts its business; whether on Library property, in the community, over the phone or email, or on our online channels. The rules of conduct are posted to ensure the comfort and protection of all persons who use the facilities of the Innisfil ideaLAB & Library.

POLICY

General

The Innisfil ideaLAB & Library is a gathering place for the exchange of ideas where all are welcome. The cooperation of all who attend the Library is required to maintain an environment conducive to the enjoyable and productive use of the facility.

As a public library, we respect individual rights, while recognizing that they must be balanced with the rights of others. Our goal is to deliver excellent service in a shared, community space that is welcoming and safe for all visitors and employees.

Application

This policy applies to all visitors to the Innisfil ideaLAB & Library facilities and properties, including virtual spaces.

Definitions

Intoxicant is defined as an intoxicating agent, or anything that causes intoxication.

Library premises include the building, and the surrounding parking areas, walkways, and green areas (as applicable) up to the property lines.

Suspension means a member of the public is prohibited from entering Library buildings and/or from being on any Library Property at any time or for any reason for the duration of the suspension.

Weapon means any object, concealed or otherwise, which may be used to injure or intimidate.

Guidelines

Conduct in the Library is subject to legislation including but not necessarily limited to: *The Criminal Code of Canada, The Ontario Human Rights Code, The Accessibility for Ontarians with Disabilities Act 2005* and its accompanying regulations, *Accessibility Standards for Customer Service Ontario Regulation 429/07* and *Integrated Accessibility Standards Ontario Regulation 191/11, The Municipal Freedom of Information and Protection of Privacy Act, and The Ontario Child and Family Services Act.*

To maintain the health and well-being of Library staff, customers and visitors, and to ensure that all customers can enjoy access to Library resources and services, the following Rules of Conduct have been adopted.

On Library premises:

- The use of insulting or threatening language, harassment, physical abuse, assault, generally disruptive/inappropriate/illegal behaviour; carrying, displaying or using weapons; loitering will be cause for removal and/or prosecution of the offender(s).
- Property and materials must be treated with respect. Persons committing acts of vandalism; wilful damage and/or theft of Library equipment or materials will be subject to prosecution under Canada's *Criminal Code*.
- Any behaviour which disrupts or prevents others from accessing/using Library services, including verbal and physical intimidation and harassment, is not permitted.

- Bringing items onto Library premises that could disrupt others' ability to use Library services or could cause damage to the facility or equipment is not permitted.
- Petitioning, posting of flyers, soliciting or engaging in commercial activity are prohibited unless authorized by the Library.
- Parents or guardians are responsible for the supervision of their children. Children requiring supervision are not to be left unattended in the Library as per Section 79. (3) of Ontario's *Child and Family Services Act*.
- Smoking and vaping is not permitted inside Library buildings or outside Library buildings within 20 metres of any entrance as per the current Town of Innisfil By-Law.
- Persons under the influence of intoxicants may be asked to leave or may be removed.
- Food and beverages are permitted in designated areas.
- Animals in Library programs and animals subject to current Accessibility Legislation are welcome; other animals are not permitted.
- Rollerblade and skateboard use is not permitted inside Library buildings, nor is the wearing of ice skates.
- Sleeping in the Library is not permitted.
- Shoes and shirts must be worn inside Library facilities.
- Customers must comply with the appropriate use of the Internet and its resources as outlined in current Library policies.
- Photography, digital imaging, filming or video recording within the Library must be authorized by Library staff.
- Customers may be required to make available for inspection all bags, briefcases, purses, knapsacks, containers, books and papers.

Any individual asked to leave or removed from Library premises by Staff and/or the appropriate authorities may be banned from Library premises either on a temporary or permanent basis. Staff may issue a Notice of Trespass Pursuant to the Trespass to Property Act, RSO 1990, c. T.21, S.3. If deemed necessary, South Simcoe Police Service may be called to aid in the enforcement of this Policy and/or to distribute a Notice of Trespass order. Trespassing while under an active Notice of Trespass will not be tolerated and may result in an extension of the original trespass notice time period.

Suspension of Library Privileges

Anyone choosing to breach or disrespect Library policies or refusing to modify behaviours or activities may be subject to suspension of Library privileges. Suspended individuals will not have access to Library facilities, property, services and resources for

the duration of the suspension. Suspensions are imposed at the discretion of Library Staff.

Suspended individuals will be informed of how they violated the Rules of Conduct Policy and suspensions will be based on the severity of the breach as follows:

One Day to One Month Suspension

- Minor breach of Library rules

Notice of Trespass: Three Month

- Major or repeated breaches of the Library's Rules of Conduct Policy
- Repeated breaches will result in progressive extensions to the Notice of Trespass

Notice of Trespass: Six Month, One Year, Permanent

- Illegal behaviour, abuse of staff members or visitors, damage to Library property
- Repeated breaches will result in progressive extensions to the Notice of Trespass

Appeals to Notice of Trespass

Appeals to a Notice of Trespass must be sent to the Library in writing, to the attention of the CEO. Contact details can be found on the Library website. All appeals must include the appellant's full name and mailing address. The CEO may appoint a designate to review the appeal. Decisions to appeals will be delivered in writing and all decisions of the CEO are final. Notices of Trespass are active until the expiration date. During the appeal process, if the appellant accesses Library property, their appeal will become void.

Reinstatement of Library Privileges

Upon expiration of a Notice of Trespass, suspended individuals may be required to review the Rules of Conduct Policy, with a Library Staff member, before privileges are reinstated.

Related Policies

Workplace Violence Prevention

Safety, Security and Emergencies in the Library

Approved by the Innisfil Public Library Board, May 15, 2023, Motion Number 2023.49

Supersedes Policy Number: 2020-23, approved September 21, 2020, Motion #2020.69; and Policy #2014-01, approved January 20, 2014, Motion #2014.06 & Policy #2010-16, approved June 14, 2010, Motion #2010.49; and Policy #2006-14, approved April 10, 2006, Motion #2006.37; and Policy #2001-09, approved September 13, 1999, Motion #99.36.