



Richmond Hill Public Library

CUSTOMER CODE OF CONDUCT POLICY

1.0 PURPOSE

The Customer Code of Conduct Policy defines behaviour appropriate for the protection of library staff and property within Richmond Hill Public Library and is enforced for the comfort and protection of all persons who use the facilities and services.

2.0 POLICY

Public space at Richmond Hill Public Library is intended for the use and enjoyment of all. The following rules have been created to ensure the safety of the public and staff, and ensure the security of Library property. Staff makes every effort to apply these rules in a fair, respectful and positive manner, for the benefit of all.

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*.

All library sites are under video surveillance as per Town of Richmond Hill authority.

3.0 GENERAL

All are welcome at Richmond Hill Public Library. The following rules are put in place to prevent disruptions, ensure the safety of the public and staff, and ensure the security of Library property.

1. Please treat Library staff and property with respect. Behaviour and language which is noisy, disorderly, abusive, insulting, harassing or threatening to Library customers will not be tolerated. Anyone exhibiting such behaviour will be asked to leave.
2. Anyone committing acts of vandalism, wilful damage and/or theft of Library property, including library materials and equipment, may be subject to prosecution.

3. Children under the age of 11 must be accompanied by an appropriate caregiver while in the Library. Library staff is obligated by law to call York Regional Police or the Children's Aid Society of York Region if a child is left unattended and in need of protection.
4. Only registered service animals as defined in the *Accessibility for Ontarians with Disabilities Act* are welcome in the Library.
5. Please dress appropriately. Shoes and shirts must be worn in the Library for both hygienic and safety reasons.
6. Customers leaving the Library may be required to make available for inspection the contents of all bags, briefcases and other containers for the examination of library materials in their possession. Library materials may not be taken into washrooms.
7. Entry into staff areas and behind service desks is not permitted.
8. Customers must comply with the appropriate use of the Internet and its resources as outlined in the Public Internet Use Policy. Do not disturb Library equipment.
9. Photographing, filming or video-recording in the Library requires approval in advance. Use of all photographic or recording devices is not allowed in washrooms.
10. Please keep an eye on your belongings. The Library is not responsible for personal items lost or stolen on the premises.

Please cooperate with any requests from staff. These requests represent the final authority on what constitutes reasonable public behaviour and failure to cooperate may result in being asked to leave the premises.

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*.

4.0 EXPULSION

- 4.1 Persons will not be allowed to remain on Library premises, or return that calendar day, when in the opinion of Library staff they:
- Are in a condition which is a threat to public health and safety;
 - Exhibit noisy or disruptive behaviour that disturbs Library customers or the daily operation of Library services;

- Exhibit threatening behaviour or use foul or threatening language;
 - Use materials or Library facilities in a manner that results in damage or harm; and or
 - Canvas, sell, promote or distribute unsolicited materials on Library property contrary to Board policy.
- 4.2 Repeated breaking of the Richmond Hill Public Library Rules of Conduct will be grounds for exclusion from Library property for extended periods of time.
- 4.3 Persons who steal, vandalize, or commit offences under the ***Criminal Code*** will be prosecuted and excluded from use of library facilities for an extended period of time.

5.0 **NOTIFICATION**

Notification will be provided to persons who are excluded from all properties of the Richmond Hill Public Library.

The Chief Executive Officer, at his/her discretion, may delegate any or all of his/her decision-making authority under this Policy.

6.0 **RELATED POLICIES**

- 1.0 Display Policy (March 2014)
- 2.0 Public Internet Use Policy (December 2013)

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