



<b>MANUAL:</b> Public Relations	<b>NUMBER:</b> PR-1
<b>POLICY:</b> Rules of Conduct (public)	
<b>APPROVED BY:</b> Port Hope Public Library Board	<b>DATE APPROVED:</b> June 19, 2024  <b>DATE REVISED:</b> September 16, 2024
<b>REFERENCE:</b> <i>Various public library and PHPL policies</i> <i>Public Libraries Act</i> <i>MPH By-law 88-2004 (smoking on public property)</i> <i>Trespass to Property Act</i> <i>Criminal Code of Canada</i>	

The Port Hope Public Library (PHPL) provides free and equitable access to services and programs in a welcoming and positive environment that is free from discrimination and harassment. The rules set out in the rules of conduct are intended to ensure the dignity and safety of the visiting public and the library staff and to maintain the security of library property. The mandate to set such rules is given under the *Public Libraries Act RSO 1980, c. P. 44, s 23 (4)*.

### ***Content***

The Rules of Conduct applies everywhere PHPL conducts its business. This includes activity on library property, out in the community, in correspondence (in person, by phone, email, text message) and online (library website and social media accounts).

### ***Respect others***

- Respectfully coexist and be considerate of others in library spaces
- Take responsibility for those in your care during your visit
- Speak and work at a reasonable and respectful volume
- Set cell phones to silent or vibrate mode and do not engage in loud cell phone conversations
- Dress appropriately for the public space including wearing of shirts, bottoms and footwear
- Bring only registered guide or service animals to the library
- Follow all direction/instructions including fire and emergency procedures given by staff
- Avoid use of scented products
- Areas identified as staff only are not for public use/access. This includes desks and equipment without staff permission.

- Report disruptive behaviour to library staff

### ***Safety***

- Keep your personal belongings with you at all times. The Library is not responsible for lost, damaged or stolen items.
- Stay alert in library spaces. Wellness checks will be conducted by staff as appropriate/needed.
- Use library facilities, designated space, furniture and equipment for their intended purposes
- Permit inspection by library staff of personal bags, packages, cases or other containers
- Park bicycles, scooters and small motorized vehicles outside the library unless required by persons with a disability.
- Leave the building in case of fire, fire drills or other emergencies
- Follow all library, municipal, provincial and federal by-laws and/or laws, codes, policies, rules and regulations

### ***Unacceptable behaviours***

- Violent, threatening, abusive, discriminatory or harassing language or intimidating conduct of any kind
- Disruptive, intrusive behaviour that interferes with the ability of others to enjoy, use or work in the library
- Carrying or using a weapon or other items deemed dangerous or being used in a threatening manner
- Engaging in illegal activity
- Violating any library policy
- Using, distributing or preparing intoxicating substances (alcohol, marijuana, illegal drugs) on library property with the exception of the program room at Mary J. Benson when a liquor licence has been obtained and is in place for an authorized event
- Smoking, vaping and the use of tobacco on library property and/or within 10 metres of any library entrance or exit
- Using washrooms inappropriately (taking library materials into the washrooms, bathing, washing clothes, sleeping). To ensure that library customers are well and not in need of emergency services wellness checks will be conducted as required.
- Canvassing, soliciting and panhandling
- Photographing, filming or video recording on PHPL premises that does not follow official library policy
- Trespassing while under an active Trespass notice or temporary ban

### ***Rules of Conduct Exclusion and Appeals***

This policy outlines the Rules of Conduct for the Port Hope Public Library. Individuals are asked to respect the rules and library policies. Staff will make every effort to apply these policies in a respectful, fair and equitable manner for the benefit of everyone. Violation of the Library's Rules

of Conduct may result in the loss of library privileges, exclusion from the library for a period of time, cost-recovery charges and/or prosecution.

Appeals of decisions regarding the above rules may be made to the CEO/Chief Librarian. A final appeal may be made in writing to the Port Hope Public Library Board.

This policy may be revised at any time without notice and shall be effective as of the date of revision.