

POLICY: RULES OF CONDUCT

SECTION: III - Public Service Policies - Other

MOTION#/DATE: 98 - 025 – January 29, 1998

REVISED: 07 - 158 – September 17, 2007

The Toronto Public Library strives to provide everyone with fair and equitable access to a wide range of library services in a welcoming environment that is free from discrimination and harassment. Everyone has the right to equal treatment with respect to the access and use of the Library's services and facilities without discrimination or harassment on the basis of sex, sexual orientation, race, colour, ethnic origin, creed and all other grounds set out in the Ontario *Human Rights Code*.

Discrimination and harassment will not be tolerated under any circumstances. These rules are intended to prevent such conduct and to ensure the dignity and safety of all and to maintain the security of library property without disruption to library services.

Staff make every effort to apply these rules in a fair, dignified and positive manner for the benefit of all. We ask your cooperation in maintaining a welcoming environment conducive to study and enjoyable use of the Library.

1. Threatening, abusive, discriminatory or harassing language or conduct of any kind is not allowed.
2. Damage, misuse, or theft of library materials, equipment and property is not allowed. Interfering with the designated use of computers and networks is also not allowed.
3. Disruptive or intrusive behaviour is not allowed.
4. Members of the public may not make requests for service based on prohibited grounds of discrimination under the Human Rights Code.
5. Children requiring supervision must not be left unattended on library premises.
6. Members of the public may only use authorized entrances and exits and are not allowed in "Staff Only" areas without permission.
7. Members of the public must open all bags, books and papers for inspection if requested by staff.

8. Library materials may not be taken into washrooms.
9. Posting notices, distributing circulars or petitions, soliciting or engaging in any commercial activity on library property must not be conducted without prior written approval of the Library.
10. Photographing, filming or video recording on library property must not be conducted without prior written approval of the Library.
11. Members of the public must wear shirts and shoes or other appropriate attire. Use of sports equipment is not allowed on library property.
12. Eating and drinking are not allowed in designated areas.
13. Animals are not permitted in library buildings, except in authorized programs or when needed to assist a person with a disability.
14. An individual has the right to appeal his or her exclusion as described in the Rules of Conduct – Appeals Policy.

Any behaviour that does not support a welcoming environment and/or violates the Rules of Conduct may result in cost-recovery charges, suspension of library privileges, exclusion from the Library and prosecution. These Rules have been approved by the Toronto Public Library Board.

POLICY: RULES OF CONDUCT - EXCLUSION/REINSTATEMENT

SECTION: III - Public Service Policies

MOTION#/DATE: 98 - 025 – January 29, 1998

REVISED: 07 - 158 – September 17, 2007

1. When disruptive or intrusive behaviour occurs, some or all of the following actions may be taken by Library staff:
 - (a) staff will inform the person of how he or she violated the Library's rules.
 - (b) an immediate verbal warning will be given to the person by the staff member in charge of the branch at the time of the occurrence.
 - (c) the person will be expelled from the branch.
 - (d) a written warning will be issued to the person.
 - (e) a letter will be issued to the person informing him or her that he or she is excluded from the branch for a period of up to 2 months.
 - (f) staff will keep a record of the name of the person responsible for disruptive or intrusive behaviour.
2. When attempted theft, vandalism or disregard for the Rules of Conduct occurs, some or all of the following actions may be taken by Library staff:
 - (a) staff will inform the person of how he or she violated the Library's rules.
 - (b) an immediate verbal warning will be given to the person by the staff member in charge of the branch at the time of the occurrence.
 - (c) the person will be expelled from the branch.
 - (d) a written warning will be issued to the person.
 - (e) a letter will be issued to the person informing him or her that he or she is excluded from all properties of the Toronto Public Library for a period of up to 2 months.
 - (f) a letter will be issued to the person informing him or her that his or her library privileges are revoked for up to 2 months.
 - (g) staff will keep a record of the name of the person responsible for the attempted theft or vandalism.
3. Where theft, violence, threat of violence or persistent disregard for the Rules of Conduct occurs, as determined by the City Librarian, the following actions may be taken by Library staff:
 - (a) staff will inform the person of how he or she violated the Library's rules.
 - (b) the person will be expelled from the branch.
 - (c) a letter will be issued by the City Librarian to the person informing him or her that he or she is excluded from all properties of the Toronto Public

Library for a period of up to 12 months and that his or her library privileges are revoked. The letter shall state,

- (i) the period of exclusion;
- (ii) the reason(s) for the exclusion; and,
- (iii) that the person has the opportunity to apply for reinstatement after the exclusion period has expired.

4. The City Librarian shall consider all applications for reinstatement. The decision as to whether to grant reinstatement shall be based upon the following criteria:
 - (a) the circumstances surrounding the exclusion;
 - (b) the past behaviour of the person making the application;
 - (c) the person's reasons for seeking reinstatement; and
 - (d) where applicable, whether the person has reimbursed the Library for all expenses incurred as a result of the person's actions.
5. The City Librarian may, in his or her sole discretion, based upon the criteria listed under paragraph 4, above, extend the exclusion period and refuse to reinstate the library privileges of a person who has applied for reinstatement.
6. A person who has applied for reinstatement shall be informed in writing of the City Librarian's decision with respect to the application and the reasons for the decision.
7. If the City Librarian extends the exclusion and refuses to reinstate the person, the person may not reapply for reinstatement until after the extended exclusion period has expire.
8. A person has the right to appeal, in writing, to the Toronto Public Library Board, a letter of exclusion and revocation or extension of the same.
9. The City Librarian, at his or her sole discretion, may delegate any or all of his or her decision-making authority under the policy.
10. A person's borrowing and use privileges shall not be reinstated during the application for reinstatement or appeal process.

POLICY: RULES OF CONDUCT - APPEALS

SECTION: III - Public Service Policies

MOTION#/DATE: 98 - 059 – March 30, 1998

Revised: 07 - 158 – September 17, 2007

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1. Pursuant to the Toronto Public Library Exclusion/Reinstatement Policy, a person as the right to appeal, in writing, to the Toronto Public Library Board, a letter of exclusion and revocation or extension of the same.
 2. A person who is subject to a letter of exclusion and revocation or extension of the same, shall only be entitled to appeal once during the period of exclusion, and once during each extension thereof.
 3. Upon receipt of a written appeal to the Board, the City Librarian will send the appellant a written acknowledgment of receipt of appeal, together with a copy of this Procedure.
 4. The appeal will be scheduled for the next regular meeting of the Board.
 5. The Board will advise the appellant in writing of the date when the appeal will be considered.
 6. The appellant may request in writing that the Board consider the appeal at another regularly scheduled meeting. Where such a request is submitted, at least seven (7) days in advance of the hearing of the appeal, and it is a first request for an adjournment, then the adjournment shall be granted to the date requested, provided such date is a date on which a regular meeting of the Board occurs. In all other instances, the appellant shall be required to attend before the Board to make an adjournment request and the Board shall be under no obligation to grant such a request.
 7. Only the letter of exclusion, together with the written appeal thereof, will be placed on the Board agenda.

8. The appellant will be given the opportunity to address the Board in a closed meeting in accordance with the *Public Libraries Act*, R.S.O. 1990, Chapter P.44, 16.1 (4) (b) and the Board's Procedural By-Law.
9. The Board may question the appellant after he/she addresses the Board.
10. If the Board considers it necessary to do so, the Board may ask staff to present the findings of the investigation into the exclusion.
11. Where staff present the findings of the investigation into the exclusion to the Board, the appellant shall have the opportunity to reply to this presentation.
12. Subsequent to the meeting and after considering the appeal, the Board shall render a decision in writing and provide a copy of same to the appellant, at the last known address for the appellant.