

POLICY: RULES OF CONDUCT

SECTION: III - Public Service Policies - Other

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

REVISED: 07 - 158 – September 17, 2007

13 - 016 – January 21, 2013

The Toronto Public Library strives to provide free and equitable access to services that meet the changing needs of Torontonians. The Library preserves and promotes universal access to a broad range of human knowledge, experience, information and ideas in a welcoming and supportive 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/or harassment will not be tolerated under any circumstances. These rules are intended to prevent such conduct and to ensure the dignity and safety of the public and the staff and to maintain the security of Library property without disruption to library services.

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 on the basis of the Ontario *Trespass to Property Act* and prosecution. These Rules have been approved by the Toronto Public Library Board. An individual has the right to appeal his or her exclusion as described in the Rules of Conduct – Exclusion, Reinstatement and Appeals Policy.

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

1. Violent, threatening, abusive, discriminatory or harassing language or conduct of any kind is not allowed.
2. Disruptive or intrusive behaviour is not allowed.
3. 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.

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 of Library staff and users on Library property must not be conducted without prior written approval of the Library.
11. Members of the public must wear shirts and shoes and other appropriate attire. Use of sports equipment is not allowed on Library property.
12. Eating and drinking are allowed except in designated areas.
13. Service animals are welcome in the Library. Other animals are only allowed during authorized programs.