

**Category:** Public Service  
**Policy Number:** 4-1  
**Policy Name:** Rules of Conduct

**Purpose:**

In order to provide a safe and comfortable environment that enhances the Library's role as a welcoming community physical and virtual space and respects the enjoyment of the Library by everyone, the Waterloo Public Library applies the following rules<sup>1</sup> for Library users:

**Policy:**

**Customers are expected to:**

- Use Library facilities, designated spaces, furniture and equipment for their intended purposes only
- Accompany and supervise children or vulnerable adults in their care at all times, in and about the Library premises
- Set cell phones to silent or vibrate mode and not engage in loud cell phone conversations
- Keep personal belongings with them at all time. The Library is not responsible for theft or damage
- When consuming food, avoid excessive noise or food odours and clear away all waste material. Snack food and closed beverages only are permitted in the Library
- Wear appropriate attire, including shirts and footwear
- Permit inspection by Library staff of personal bags or cases when leaving the Library
- In case of fire or other emergency, leave the Library promptly when instructed by staff
- Report disruptive behavior to a Waterloo Public Library staff member immediately

**Examples of behavior that is not allowed include:**

- Interfering with another customer's use and enjoyment of the Library, or interfering with staff in performing work
- Engaging in activities that are not related to the proper use of the Library
- Damage, misuse or theft of Library material, equipment or property

**Policy 4-1 Public Service - Rules of Conduct**

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- Verbal abuse including yelling, swearing and threatening or harassing language
  - Disruptive or unsafe behavior, including noise, skateboarding, rollerblading or running
  - Canvassing and soliciting on Library premises. This includes but is not limited to canvassing for political or religious causes, soliciting participation in any survey, questionnaire or business activity, and selling or engaging in any commercial activity. Any exceptions to this policy must be approved by the CEO
  - Use of tobacco, vapes, marijuana, alcohol or illicit drugs both in and around the Library. The Library maintains a smoke-free radius of five meters (16.4 feet) at its entrances
  - Bringing animals in the Library unless needed to assist a person with a disability or in authorized programs
  - Photographing or filming on Library property without the authorization of the CEO

### Digital Rules of Conduct for Virtual Program Participants:

Waterloo Public Library creates virtual spaces for learning, recreation and community discussion. By logging into a virtual program or event with the library, customers agree to:

- Not share links sent to them through the registration process with others who are not registered for the program
- Treat others with courtesy and respect
- Understand that language or behavior that can be interpreted as harassment, discrimination, obscenity, hate-speech, illegal activity or anything else that is similarly distressful to individuals participating in the event will not be tolerated. Participants engaged in any of these activities will be removed from the program and prevented from registering in future events
- Enter the session they have registered for using the name they have registered under to support the security measure the library has in place
- Mute their microphone when it is appropriate to do so or have been requested to do so

### Consequences of Violating Waterloo Public Library's Rules of Conduct:

- Serious violation of the Library's *Rules of Conduct* may result in suspension of Library privileges, cost-recovery charges or sanctions as per the *Criminal Code of Canada*, the *Public Libraries Act*, the *Occupational Health and Safety Act*, the *Trespass to Property Act*, the *Smoke-Free Ontario Act* and the *Public Works Protection Act*

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<sup>1</sup>*Public Libraries Act RSO 1990, c. P. 44, s 23 (4)*

**Document Record:**

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|--------------|-----------------|
| April 2007   | Initial Release |
| March 2014   | Reviewed        |
| October 2018 | Reviewed        |
| June 2019    | Reviewed        |
| May 2022     | Reviewed        |