

Category: Legal
Policy Number: 5.2
Policy Name: Rules of Conduct
Revision: 3.0

Purpose:

In order to provide a welcoming and safe environment that respects the enjoyment of the library by everyone, the Waterloo Public Library applies the following rules¹ for library users:

Policy:

Customers are expected to:

- Use library furniture, equipment, facilities and designated spaces for their intended purposes only
- In case of fire or other emergency, leave the library promptly when instructed by staff
- Accompany and supervise children or vulnerable adults in their care at all times, in and about the library premises
- Permit inspection by library staff of personal bags or cases when leaving the library
- Set cell phones to silent or vibrate mode and limit loud cell phone conversations to designated areas only
- Wear appropriate attire, including shirts and footwear
- 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
- Report disruptive behavior to a WPL 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
- Damage, misuse or theft of library material, equipment or property
- Verbal abuse including yelling, swearing and threatening or harassing language
- Disruptive or unsafe behavior, including noise, skateboarding, rollerblading or running
- 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
- Engaging in activities that are not related to the proper use of the library
- 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
- Posting notices, distributing petitions, selling or engaging in any commercial activity on library property without the authorization of the CEO

Consequences of violating Waterloo Public Library's Rules of Conduct:

- Serious violation of WPL'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

¹Public Libraries Act RSO 1990, c. P. 44, s 23 (4)

Document Revision Record:

Revision Level	Revision Date	Change
1.0	April 25, 2007	Initial Release
2.0	March 26, 2014	Reviewed & Updated
3.0	October 17, 2018	Reviewed & Updated

Approval:

CEO	Board Chair	Date
<p>..... Laurie Clarke</p>	<p>..... Helen Kaluzny</p>	<p>March 26, 2014</p>