

	Code of Conduct	Policy # OP-04
		Policy Type: Operations
		Approved Motion: 2025-25
		Review Date: 2026

PURPOSE

The Ramara Township Public Library ("Library") is committed to providing a safe, inclusive, and welcoming environment for all patrons, staff, and visitors. The purpose of this Code of Conduct is to ensure that all individuals can enjoy Library services, resources, and spaces in a respectful and equitable manner. The Code establishes guidelines for appropriate behavior and outlines consequences for violations to maintain an atmosphere conducive to learning, exploration, and community engagement.

SCOPE

The Code of Conduct applies everywhere Ramara Township Public Library conducts its business, including on Library premises, out in the community, in correspondence (in person, by phone, email, text message), and online (Library website and social media accounts).

DEFINITIONS

Children – Refers to children under the age of 9.

Library Premises – Any property owned, leased, or operated by the Ramara Township Public Library, including buildings, outdoor spaces, and digital platforms.

Patron – Any individual using Library services, resources, or facilities, including visitors, members, and volunteers.

Staff – Any employee, volunteer, or contractor working for or on behalf of the Library.

Harassment – Any unwelcome conduct, comment, or action that is known or ought reasonably to be known to cause offense, humiliation, or intimidation.

Intoxication – A state where an individual is visibly impaired due to alcohol, drugs, or other substances, affecting their behavior or ability to engage responsibly.

Vandalism – The intentional damage, destruction, or defacement of Library property, including books, equipment, furniture, and facilities.

Weapons – Any object or device intended or designed to cause harm, injury, or intimidation, including but not limited to firearms, knives, explosives, or replicas.

Trespassing – Unauthorized entry or refusal to leave Library premises when directed by staff or law enforcement.

POLICY STATEMENT

The Library endeavours to provide a welcoming and safe environment so all persons may enjoy the benefits of the Library. The Library's Rules of Conduct describe acceptable conduct and allow staff to respond consistently and equitably to all users. Staff are obligated to ensure all rules of conduct are followed. Staff will:

- advise patrons of appropriate conduct as required,
- state consequences should unacceptable behavior continue or be repeated.

Persons violating rules of conduct risk:

- suspension of Library privileges, exclusion from the Library for a period of time or permanently, and/or prosecution.
- criminal charges as outlined in the Criminal Code.

EXPECTATIONS

1. Cell phone etiquette is required in the building. Photographing, video and audio recording is permitted only with prior authorization from Library staff.
2. Appropriate attire, including shirts and footwear, is required.
3. Parents, guardians or caregivers are expected to provide supervision and care of children while on the premises.
4. Library property, including collections, technology, computers, furniture, equipment and buildings, is to be treated with respect and care.
5. Library staff may request to conduct bag inspections of patrons as they exit the Library.
6. Members of the public shall only use authorized public entrances and exits.
7. The consumption of beverages and light snacks is permitted throughout all Library locations, except within computer or technology spaces.
8. Everyone is expected to abide by all copyright laws and regulations of Canada.

PROHIBITED ACTIONS/BEHAVIOURS

Recognizing limitations in addressing every potential behavioural situation, Library staff will make decisions that uphold the best interests of the Library and the Library's patrons.

Animals: Bringing pets or animals into the Library without prior authorization, with the exception of service animals trained to assist individuals with disabilities.

Discrimination: The unjust or prejudicial treatment of people, especially on the grounds of ethnicity, age, sex, gender, disability or any other prohibited grounds.

Disruptive Behaviour: Excessive noise or behaviour, including disruptive use of audio and mobile devices.

Harassment: Any behavior that creates a hostile or unpleasant environment through unwelcome verbal or physical conduct.

Inappropriate Language: The use of language that is disrespectful or abusive to others within the Library premises. This includes swearing, hate speech, derogatory remarks, or language that creates a hostile or intimidating environment for patrons or staff.

Intoxication: Being under the influence of alcohol or drugs to the extent that it impairs one's ability to behave responsibly or safely.

Policy Violation: The willful disregard of Library policies.

Pornography: Sexually explicit material that is intended to arouse or satisfy sexual desires, including images, videos, or other media that depict graphic sexual acts or nudity.

Sexual Harassment: Making unwanted comments, gestures, or actions that are sexual in nature that makes someone feel afraid, embarrassed, uncomfortable or ashamed.

Sleeping: Reclining or resting in a manner that suggests prolonged sleep or unconsciousness within Library premises.

Smoking/Vaping: The act of inhaling and exhaling the smoke or vapor produced by burning tobacco, cannabis, nicotine products, or electronic cigarettes within the Library. Smoking and vaping must be done at least 8 metres away from any Library entrance or otherwise directed by posted signage within Community Centres.

Theft: The act of willfully taking the property of the Ramara Township Public Library, staff, or other patrons.

Unattended Children: A child or children left without visible supervision by a parent or guardian on Library premises.

Unauthorized Alcohol: Bringing or consuming alcoholic beverages on Library property without permission.

Unauthorized Entrance: Members of the public may only use authorized entrances and exits and are not allowed in "Staff Only" areas without prior authorization.

Unauthorized Solicitation: Requesting money, services, gifts or other personal favours from patrons, donors, volunteers, and/or employees without proper authorization or approval.

Unsanitary Behaviour: Engaging in actions that compromise cleanliness, hygiene, or public health standards within or outside of the Library. This may include spitting, urinating, defecating, littering, or any other behavior that creates unsanitary conditions.

Use of Sports Equipment: Engaging in activities involving sports equipment, such as playing ball games, using roller skates, or riding bicycles, within the Library.

Use or Sale of Illegal Substances: Engaging in the consumption, possession, distribution, or sale of illegal substances, including drugs or narcotics, on Library property.

Vandalism: Damaging or misusing any Library facilities, collections, computers, furniture, supplies and/or equipment.

Violence: Engaging in physical aggression, threats, or acts of violence toward oneself, other patrons, volunteers, security, Library staff, or property. Violence of any kind is strictly prohibited and may result in immediate removal from the Library premises and legal consequences.

Weapons: Possessing, displaying, or using any object or device designed to cause harm, injury, or death, including firearms, knives, explosives, or other dangerous weapons, on Library premises. Weapons are strictly prohibited.

The above prohibited actions are presented by way of illustration and shall not be deemed to exclude the Library's right to suspend a person's Library privileges for other just causes.

BANNING

Below is a Trespass Ban Threshold Chart as a guideline for the banning period by incident type. This is meant as a guideline and the Chief Executive Officer has the right to Ban for a longer or shorter period of time. The Library will also uphold bans issued by the Township of Ramara to restrict access to Library facilities during the banning period.

APPEALS

An appeal to lift the exclusion may be made by telephone or email directed to the CEO or designate. The CEO will consider mitigating factors in determining whether the exclusion is lifted.

REINSTATEMENT

Anyone banned from the Library for a period greater than one day must meet with the CEO after the ban period before having privileges reinstated. The CEO will inform Library staff when a banned patron has their Library privileges reinstated.

BANNING CHART			
Level	Type	Banning Period	Considerations
1	Minor breach Inappropriate use of facilities Refusal to abide by staff directions	Day Ban	<i>Verbal Notice</i> Can be issued by any staff member
2	Repeated breaches of Policies and staff direction Damage, theft, vandalism under \$50 Pattern of inappropriate behaviour	Up to 3 Month Ban	<i>Written Notice</i> Issued by the CEO or Designate
3	Serious incident Damage, theft, or vandalism under \$250	3 – 6 Month Ban	<i>Written Notice</i> Issued by the CEO or Designate
4	Direct threats and/or harassment to staff or volunteers Damage, theft or vandalism under \$1,000 Violent act to object (not person)	1 Year Ban	<i>Written Notice</i> Issued by the CEO or Designate
5	Direct threats to do harm/violence to staff or volunteers Violent acts against staff or volunteers Sexual harassment of a person in the Library facility Damage, theft, vandalism exceeding \$1,000 Other Acts covered under the Criminal Code of Conduct	Permanent Ban	<i>Written Notice</i> Issued by the CEO or Designate

RELATED POLICIES: