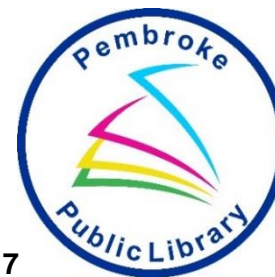


---

## Pembroke Public Library



Policy Type: **Operational**

Policy Number: **OP-17**

Policy Title: **Patron Behaviour Policy**

Policy Approval Date: **Jan. 21<sup>st</sup>, 2016**

Motion #: **16:12**

Policy Review Date:

---

### **Purpose Statement**

It is the Policy of the Pembroke Public Library that any person who poses a material threat to the efficient and effective supervision and control of Library property or who willfully and materially interferes with Library operations, including the use and enjoyment of the Library by other patrons, may be excluded from the use of the Library. An individual who violates this Policy may be excluded from the Library upon the order of the CEO or the CEO's Designate. For purposes of this Policy, "withholding of Library privileges" means an individual may not enter or use the Library.

The Board of the Pembroke Public Library has adopted this Policy regarding behaviour in the public sectors of the Library. The Pembroke Public Library may establish and implement additional Policies and Procedures related to Library property and operations including without limitation user registration; scheduling and regulating use of Library equipment; scheduling and collecting fees for public use of meeting rooms; regulating usage of any Library property and materials, including without limitation, specialized equipment and/or services provided by the Library and made available to the public; and additional Policies regulating use of or patron behaviour on Library premises. Such Policies and Procedures shall seek to make Library property and/or services available to everyone on a safe and equitable basis, to allow staff members to conduct Library business, and to safeguard the Library's property against misuse or abuse.

### **In addition, the Pembroke Public Library:**

Prohibits the consumption or possession of alcoholic beverages on Library property.

Prohibits smoking in or on any Library property, or other Library property (indoor or outdoor) that is posted with NO SMOKING signs within 9 meters of the building, or the international "no smoking" symbol.

Electronic smoking devices (E-Cigarettes and/or all vaporizing devices) are considered tobacco products for the purpose of this Policy and are prohibited.

Bans all weapons from Library premises except those carried by law enforcement officers. Requires patrons to wear shirts and shoes, or other footwear, at all times in the Library for hygiene and safety purposes.

Prohibits foods in the Library except in designated areas. Beverages in covered containers are permissible.

Prohibits sleeping on Library property.

Prohibits the use of roller skates, roller blades, skateboards or other similar devices on Library property.

Prohibits patrons from bringing bicycles into the Library buildings, securing bicycles to the handicapped ramp railing at any entrance or exit, or parking bicycles in such a manner that they obstruct patrons entering or exiting the Library. Bicycles should be secured to the bicycle rack.

Prohibits gambling on Library property.

Discourages conversation and other sounds in louder volume than the general noise level of the area.

Bans animals from the Library and entrance/exit areas, except service animals used to assist the handicapped.

Possessing, selling, distributing, or consuming any alcoholic beverage, illegal drug, or drug paraphernalia is prohibited.

Prohibits the use of incendiary devices, including candles, matches, and lighters, is prohibited inside the library.

The Library is not responsible for personal belongings left unattended.

The Library does not store personal property.

Personal possessions must not take up seating or space if needed by others.

Patrons must leave the library promptly five minutes prior to closing time.

Patrons shall be engaged in activities associated with the use of the Library while in the building. Patrons not engaged in reading, studying or using Library materials or facilities shall be required to leave the building.

Patrons must not deface, vandalize, or improperly remove Library materials, equipment, furniture, or buildings.

Library materials may only be removed from premises with authorization through established lending procedures.

Library materials may not be taken into restrooms.

Spitting is prohibited.

Running is prohibited.

Putting feet or legs on furniture is prohibited.

Panhandling or soliciting Library staff or patrons for money, products, or services inside the Library or on Library property is prohibited.

Using threatening language or gestures is prohibited.

Patrons may not interfere with the staff's performance of duties in the Library or on Library property. This includes engaging in conversation or behaviour that monopolizes or forces the attention of staff for an inappropriate period of time, inappropriate personal comments, sexual advances, or physical and/or verbal harassment.

Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing are prohibited in the Library

Selling merchandise on Library property without prior permission from the CEO is prohibited.

Distributing or posting printed materials/literature on Library property not in accordance with Library Policy is prohibited.

Misuse of restrooms, including laundering, shaving, hair cutting or trimming, bathing, and sexual activity is prohibited.

Staring, photographing, following, stalking, harassing, or threatening Library users or staff while in the Library or on Library property so that it interferes with the Library patrons' use of the Library or the ability of the staff person to do his or her job is prohibited.

Producing or allowing any loud, unreasonable, or disturbing noises that interferes with other patron's use of the Library or that can be reasonably expected to disturb other persons, including those from electronic, entertainment, and communication devices, such as cell phones, headphones, and radio is prohibited. Cell phones and pagers should be silenced.

Library desk phones are for staff use in conducting Library business and are to be used at their discretion. The Circulation desks do not take messages for or page patrons, but Library Staff will offer assistance in contacting patrons in an emergency.

### **Disciplinary Process**

The Library CEO or the CEO's designate may restrict access to Library facilities with immediate dismissal of the patron from the premises, by suspending the patron's access to Library facilities for a set period of time, or by denying access to specific services and/or programs pursuant to this Policy. If necessary, the local police may be called to intervene.

**A. Incident Reports.** Library Staff shall record in writing in the form of an Incident Report any violation of the Patron Behaviour Policy that resulted in a verbal warning or a suspension of Library privileges. By the end of the day on which the incident occurred, an Incident Report shall be written and forwarded to the CEO for logging and review. The report should include physical descriptions in addition to the name of the patron. A copy of a suspension of privileges letter should be attached, if applicable.

**B. Violation of the Policy –Suspension of Privileges:** Unless otherwise provided in this Policy, (See Section C below), the Library shall handle violations as follows:

1. **Initial Violation:** Library users observed violating this Policy will be asked to cease the violation with a verbal warning, and with an explanation followed by resulting consequences. If the patron does not comply with the request, they will be asked to leave the building for the day. If they refuse, police may be called.

2. **Subsequent Violations:** The CEO or the CEO's authorized designee may further limit or revoke the patron's Library privileges if infractions continue. Subsequent violations shall result in additional suspensions of increasing length.

**C. Violations that Affect Safety and Security:** Violation involving verbal abuse, violence, threatening behaviors, sexual harassment, vandalism, drug sale or use or attempted drug sale or use, intoxication, theft or attempted theft, physical harassment, sexual misconduct or any behaviour that threatens the safety and security of staff and/or patrons shall be handled as follows:

1. **Initial Violation:** The police will be called immediately. If the conduct constitutes a violation of local, provincial, or federal law, arrest or criminal prosecution may ensue. Violations of this nature will result in a minimum two-week suspension. During that time, an investigation will take place by both the police and library. Additional time could be added. The Suspension of Privilege Letter shall specify the nature of the violation.

2. **Subsequent Violations:** The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. The CEO or the CEO's authorized designee, may further limit or revoke the patron's Library privileges in escalating responses, which will be documented in writing. Subsequent violations of the same rule will result in additional suspensions of increasing length.

**D. Reinstatement:** The patron whose privileges have been limited or revoked may be asked to attend a meeting with the CEO or the CEO's designee to review the Library Patron Behaviour Policy before their privileges are reinstated.

### **Right of Appeal**

Patrons may appeal any decision in writing to the CEO within 10 working days of the date of the decision. The appeal shall state why Library privileges should be restored.

The CEO will respond to the appeal in writing within 10 working days of the date the appeal was received.

Any person may appeal the CEO decision by sending an appeal in writing to the Chairman of the Library Board within 10 business days.

The decision of the Library Board is final.