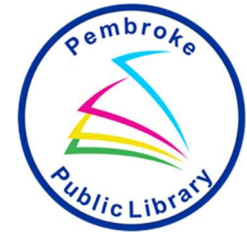


# Pembroke Public Library



<b>Policy Type:</b>	Operational	<b>Policy Number:</b>	OP-03
<b>Policy Title:</b>	Code of Conduct (Public)	<b>Initial Policy Approval Date:</b>	September 20, 2018
<b>Motion #</b>	23:26	<b>Last Review/Revision Date:</b>	September 21, 2023
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The Pembroke Public Library provides free and equitable access to services in a welcoming and supportive environment that is free from discrimination and harassment. The rules set out here are intended to ensure the dignity and safety of the public and the staff, and to maintain the security of Library property without disruption to Library service. The mandate to set such rules is given under the *Public Libraries Act, Section 23 (4)*, which states that the Library Board may make rules:

- “(a) for the use of Library services”
- “(c) for the exclusion from the Library of persons who behave in a disruptive manner or cause damage to Library property”
- “(e) suspending Library privileges for breaches of the rules”
- “(f) regulating all other matters connected with the management of the Library and Library property”

Within this context, our top priority is to ensure a positive experience for our Library users while in the Library.

## **Respect Other Library Users:**

1. Speak and work at a soft volume:
  - a. conversation and other sounds in louder volume than the general noise level of the area is prohibited
  - b. 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

**Code of Conduct (Public) (Continued)**

- c. 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
2. Refrain from foul, abusive, or discriminatory language or actions:
  - a. report disruptive behaviour to a Library employee
  - b. using threatening language or gestures is prohibited
  - c. sleeping, spitting, running, putting feet or legs on furniture is prohibited
  - d. misuse of restrooms, including laundering, shaving, hair cutting or trimming, bathing, and sexual activity is prohibited
  - e. use of illegal drug in the building is prohibited
  - f. personal possessions must not take up seating or space if needed by others
  - g. 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
  - h. 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
3. Animals in the Library:
  - a. registered guide or service animals are allowed inside the Library
  - b. bans animals from entrance/exit areas, except service animals used to assist the handicapped
4. Use of technology:
  - a. follow the Internet Services Policy while using the Internet
  - b. respect the sensibilities of others when viewing materials in the Library
  - c. cell phones and pagers should be silenced
  - d. get permission of people in photos or videos you are taking. Parents or guardians must provide permission for children
5. Clothing and footwear:
  - a. requires patrons to wear shirts and shoes, or other footwear, at all times in the Library for hygiene and safety purposes
  - b. respect others with sensitivities to scents, and limit the use of scented products

**Code of Conduct (Public) (Continued)**

6. Promoting/selling in the Library building:
  - a. obtain permission from the Library to distribute literature or post materials on Library property. Solicitation is not permitted in the Library
  - b. selling merchandise on Library property without prior permission from the CEO is prohibited
  - c. panhandling or soliciting Library staff or patrons for money, products, or services inside the Library or on Library property is prohibited
  - d. distributing or posting printed materials/literature on Library property not in accordance with Library Policy is prohibited
  - e. campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing is prohibited in the Library

**Respect the Library Property:**

1. Use the Library's materials, computers, equipment, and furniture:
  - a. patrons must not deface, vandalize, or improperly remove Library materials, equipment, furniture, or buildings
  - b. Library materials may not be taken into restrooms
  - c. Library materials may only be removed from premises with authorization through established lending procedures
2. Food and Drink:
  - a. prohibits foods in the Library except in designated areas. Beverages in covered containers are permissible
  - b. garbage and recycle should be put in the garbage and recycle bins
3. Accessibility:
  - a. keep aisles, corridors, and spaces around you clear so that others can easily access them
  - b. park bicycles, scooters, and small recreational motorized vehicles outside the Library and bicycles should be secured to the bicycle rack
  - c. 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 is prohibited

**Safety in the Library Building:**

1. Smoking, drinking, drugs and gambling:

**Code of Conduct (Public) (Continued)**

- a. prohibits the consumption or possession of alcoholic beverages on Library property
  - b. 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.
  - c. Electronic smoking devices (E-Cigarettes and/or all vaporizing devices) are considered tobacco products for the purpose of this Policy and are prohibited.
  - d. possessing, selling, distributing, or consuming any alcoholic beverage, illegal drug, or drug paraphernalia is prohibited
  - e. prohibits gambling on Library property
2. Firearms and weapons:
- a. bans all weapons from Library premises except those carried by law enforcement officers
  - b. the use of incendiary devices, including candles, matches, and lighters, is prohibited inside the Library
3. Personal belongings:
- a. the Library is not responsible for personal belongings left unattended
  - b. keep your belongings with you as the Library is not responsible for lost items
  - c. the Library does not store personal property
4. Personal safety:
- a. follow the instructions of Library employees or security staff
  - b. leave the building in case of fire, fire drills, or other emergencies
  - c. patrons must leave the Library promptly five minutes prior to closing time

The policy outlines Code of Conduct for the Pembroke Public Library.

1. We ask that you respect this Code of Conduct and follow all Library policies.
2. Employees will make every effort to apply these policies in a fair, dignified, and consistent manner for the benefit of everyone.
3. Anyone choosing to disrespect the policies of the Library and refusing to modify behaviour will be asked to leave.

**Code of Conduct (Public) (Continued)**

4. Staff will inform the person of how he or she violated the Library's Code of Conduct, and will take some or all of these actions: suspension of Library privileges, exclusion from the Library for a specific period of time, exclusion on the basis of the Ontario *Trespass to Property Act*, cost-recovery charges, and/or prosecution.
5. A person has a right to appeal a letter of exclusion or extension of an exclusion, in writing, during the period of exclusion.

**Disciplinary Process:**

1. 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.

**Incident Reports:**

1. 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.
2. 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.
3. The report should include physical descriptions in addition to the name of the patron.
4. A copy of a suspension of privileges letter should be attached, if applicable. See Appendix A for incident report.

**Violation of the Policy:**

1. Suspension of Privileges: Unless otherwise provided in this Policy, the Library shall handle violations as follows:

**Initial Violation:**

1. 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.
2. If the patron does not comply with the request, they will be asked to leave the building for the day.

**Code of Conduct (Public) (Continued)**

3. If they refuse, police may be called.

**Subsequent Violations:**

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

**Violations That Affect Safety and Security:**

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

**Initial Violation:**

1. If the situation addressed and no change in patron behavior the patron will be asked to leave if they refuse to leave police may be called to intervene.
2. Any suspension to Library privileges will be determined by CEO.
3. During that time, an investigation will take place by both the police and Library.
4. Additional time could be added.
5. The Suspension of Privilege Letter shall specify the nature of the violation.

**Subsequent Violations:**

1. The police will be called immediately.
2. If the conduct constitutes a violation of local, provincial or federal law, arrest or criminal prosecution may ensue.
3. 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.
4. Subsequent violations of the same rule will result in additional suspensions of increasing length.

**Code of Conduct (Public) (Continued)**

**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:**

1. 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.
2. The CEO will respond to the appeal in writing within 10 working days of the date the appeal was received.
3. Any person may appeal the CEO decision by sending an appeal in writing to the Chairman of the Library Board within 10 business days.
4. The decision of the Library Board is final.