

Trent Lakes Public Library



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Policy Title:	Code of Conduct (Public)	Initial Policy Approval Date:	October 2019
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The Trent Lakes 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. Please:

Be respectful of others.

- Speak and work at a soft volume.
- Set your mobile device to vibrate or mute.
- Follow the Internet Services Policy while using the Internet.
- Refrain from foul, abusive, or discriminatory language or actions.
- Respect the sensibilities of others when viewing materials in the Library.
- Bring in only registered guide or service animals.
- Obtain permission from the Library to distribute literature or post materials on Library property. Solicitation is not permitted in the Library.
- Get permission of people in photos or videos you are taking. Parents or guardians must provide permission for children.
- Respect others with sensitivities to scents, and limit the use of scented products.
- Wear proper clothing and footwear.
- Report disruptive behaviour to a Library employee.

Be respectful of Library property.

- Use the Library’s materials, computers, equipment, and furniture with care.
- Throw out or recycle your garbage.
- Keep aisles, corridors, and spaces around you clear so that others can easily access them.
- Park bicycles, scooters, and small recreational motorized vehicles outside the Library. Small items such as skateboards or roller blades may be brought in but may not be used inside the Library or near the entrance.

Be safe.

- Keep your belongings with you as the Library is not responsible for lost items.
- Leave the building in case of fire, fire drills, or other emergencies.
- Follow the instructions of Library employees or security staff.

Code of Conduct – Exclusion and Appeals

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

A person has a right to appeal a letter of exclusion or extension of an exclusion, in writing, during the period of exclusion.

Suspensions and Exclusions

1. A suspension of one day from one branch may be applied when disregard for the Rules of Conduct occurs, including disruptive, intrusive, threatening, abusive or discriminatory language or behaviour, attempted theft and minor vandalism. Some or all of the following actions may be taken by Library staff:
 - a. Staff will inform the person of how he or she violated the Library's rules.
 - b. An immediate verbal warning will be given to the person by the staff member in charge of the branch at the time of the occurrence.
 - c. The person will be expelled from the branch.
 - d. A written warning will be issued to the person.
 - e. Staff will keep a record of the name of the person responsible for the breach of the Rules of Conduct.
2. An exclusion of two months from one branch may be applied when disregard for the Rules of Conduct occurs, including disruptive, intrusive, threatening, abusive or discriminatory language or behaviour, attempted theft and minor vandalism. Some or all of the following actions may be taken by Library staff:
 - a. Staff will inform the person of how he or she violated the Library's rules.
 - b. An immediate verbal warning will be given to the person by the staff member in charge of the branch at the time of the occurrence.
 - c. The person will be expelled from the branch.
 - d. A written warning will be issued to the person.
 - e. Staff will keep a record of the name of the person responsible for the breach of the Rules of Conduct.
 - f. A letter will be issued to the person informing him or her that he or she is excluded from one branch of the Trent Lakes Public Library for a period of two months. The letter will include:
 - i. The period of exclusion;
 - ii. The reason(s) for the exclusion;
 - iii. A notification to the person that he or she has the right to appeal and information on the appeals process; and,
 - iv. Notice that there will be a further review of the incident and additional action may be taken, including a possible extension of the two-month branch suspension.
3. A system-wide exclusion of six months from all Library properties and services may be applied when violence, threat of violence, vandalism, theft or persistent disregard for the Rules of Conduct occurs. Some or all of the following actions may be taken by Library staff:
 - a. Staff will inform the person of how he or she violated the Library's rules.
 - b. The person will be expelled from the branch.
 - c. A letter will be issued by the Director to the person informing him or her that he or she is excluded from all properties and services of the Trent Lakes Public Library for a period of six months and that his or her Library privileges are revoked for that time period. The letter will include:
 - i. The period of exclusion;
 - ii. The reason(s) for the exclusion;
 - iii. A notification to the person that he or she has the right to appeal and information on the appeals process; and,
 - iv. The date of reinstatement of Library privileges.
4. A system-wide exclusion of 12 months from all Library properties and services, after which the excluded person must reapply to have his or her Library privileges reinstated, may be applied when violence, threat of violence, vandalism, theft

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or persistent disregard for the Rules of Conduct occurs, and the seriousness of the misconduct requires a further review prior to the person's Library privileges being reinstated. The following actions may be taken by Library staff:

- a. Staff will inform the person of how he or she violated the Library's rules.
- b. The person will be expelled from the branch.
- c. A letter will be issued by the Director to the person informing him or her that he or she is excluded from all properties of the Trent Lakes Public Library for a period of 12 months and that his or her Library privileges are revoked. The letter will include:
 - i. The period of exclusion;
 - ii. The reason(s) for the exclusion;
 - iii. A notification to the person that he or she has the right to appeal and information on the appeals process; and,
 - iv. Information about how to request to have his or her Library privileges reinstated after the 12-month exclusion period is over.

Right to Appeal

A person has a right to appeal a letter of exclusion or extension of an exclusion, in writing, to the Trent Lakes Public Library during the period of exclusion. The person is entitled to appeal once during the period of exclusion using the appeal process described below.

Criteria for Considering Appeals and Reinstatement

The Trent Lakes Public Library will use the following criteria when determining whether to grant an appeal or the reinstatement of Library privileges:

- a. The safety of the public and Library staff and the circumstances surrounding the exclusion;
- b. The past behaviour of the person making the application with regard to the Rules of Conduct;
- c. The person's reasons for appealing his or her exclusion or seeking reinstatement, as well as other mitigating factors;
- d. Where applicable, whether the person has reimbursed the Library for all expenses incurred as a result of the person's actions;
- e. Whether the exclusion procedures were applied in accordance with the provisions of this Policy.

How to Appeal

The contact information for submitting an appeal will be included in the exclusion letter.

The person may appeal by writing a letter with the following information:

- Name;
- Address where he or she can be contacted/phone number/Library card number (if available);
- Location and date of exclusion;
- Reason for appeal.

Local exclusion of two months from one branch:

- Reinstatement is automatic at the end of the two-month exclusion period if the appeal is not granted.
- System-wide exclusion of six months from all properties and services of Trent Lakes Public Library:
- The excluded person may appeal to the CEO or Library Board.
- Upon receipt of the decision of the CEO, the person may further appeal to the Trent Lakes Public Library Board.
- The decision of the Library Board is final and there are no further steps to be taken in the appeals process.
- Reinstatement is automatic at the end of the six-month exclusion period if the appeal is not granted.

Reinstatement Process after 12-month exclusion

Reinstatement is automatic at the end of the exclusion period with the exception of 12-month exclusions. Individuals that are excluded for 12 months must apply for reinstatement of Library privileges.

A person has a right to apply for reinstatement, in writing, to the CEO.

The person may apply by writing a letter with the following information:

- Name;

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- Address where he or she can be contacted/phone number/Library card number (if available);
- Location and date of exclusion;
- Reasons for requesting reinstatement.