



Leeds and the Thousand Islands Public Library Board

Policy

SECTION: OPERATIONAL	NO: OP-07
TITLE: Patron Code of Conduct	Date: September 2022
	Next Review Date: September 2025

1.0 Policy Statement

1.1 The Leeds and the Thousand Islands Public Library strives to be a safe and welcoming space for all. To ensure the comfort and safety of library patrons and staff the Library sets forth the following rules of conduct for all patrons.

2.0 Patron Code of Conduct

All patrons are expected to:

2.1 Treat staff and other patrons with respect

- 2.1.1 Patrons are asked to be considerate of others in the Library space. Behaviour that interferes with the ability of others to enjoy, use or work in the Library is not permitted.
- 2.1.2 Behaviour which is disruptive, abusive, insulting, harassing, threatening or violent in nature toward patrons or staff is prohibited. Anyone who is seen as a threat to the safety of the Library will be asked to leave immediately and may have their library privileges revoked or be permanently banned from the Library. In the case of unsafe or unlawful behaviour, appropriate authorities will be contacted immediately.

2.2 Respect the Library's facilities, materials and equipment

- 2.2.1 Patrons are asked to respect the library's collection, spaces, and equipment. Please handle materials with care and clean up after yourself when using library space.
- 2.2.2 Library material cannot be taken into the public restroom.
- 2.2.3 Intentional damage, vandalism or theft of library materials, equipment and property is not permitted.
- 2.2.4 Patrons are not permitted in staff work areas unless accompanied by a library staff member.

2.3 Adhere to library policy

- 2.3.1 Patrons are expected to follow the library's written policies, as well as directions provided by staff. Patrons may request a copy of Library policies from a staff member or by contacting the CEO.
- 2.3.2 Unlawful use of the internet is prohibited. Patrons found to be contravening the law, or Library policy *OP-13 Public Use of Internet and Computers Policy* may have their internet or library privileges revoked.
- 2.3.3 To ensure patron privacy, photographing or filming of staff or patrons must be authorized by the CEO. Waivers may be required.
- 2.3.4 Get permission from the Library to distribute literature or post materials on Library property. Canvassing, soliciting, or unauthorized distribution of material is not permitted in the Library.
- 2.3.5 Any type of commercial activity in the Library must be authorized by the CEO. Requests should be presented to the CEO at least two weeks in advance.

2.4 Behave appropriately for the library environment

- 2.4.1 Smoking and vaping is prohibited in the Library and within 3 metres of any library entrance.
- 2.4.2 Acceptable dress and attire must be worn at all times in the library facility. Patrons are expected to be fully clothed, including shoes and a shirt.
- 2.4.3 Patrons are expected to maintain an acceptable noise level in the Library and are asked to take cell phone calls outside or into the lobby.
- 2.4.4 Rollerblading and skateboarding are prohibited in the Library. Sporting equipment from the Library of Things is not intended for use inside the Library.
- 2.4.5 Parents are expected to supervise their children in the Library. Children under the age of ten (10) cannot be left in the Library unattended. Please see *OP-08 Children's Services Policy* for specific rules regarding unattended children.
- 2.4.6 Patrons may not use the Library when intoxicated or under the influence of drugs. Patrons may not consume alcohol or drugs on the premises.

2.5 Contribute to a safe and welcoming library

- 2.5.1 Patrons are asked to report any safety hazards to Library staff
- 2.5.2 In the case of an emergency, evacuation, or lockdown patrons are expected to follow all directions provided by Library staff.
- 2.5.3 The Leeds and the Thousand Islands Public Library is committed to creating a safe and welcoming space for all members of our community. Behaviour which is disruptive, abusive, insulting, harassing, threatening or violent in nature toward patrons or staff is prohibited.

3.0 Other Procedure and Regulations

- 3.1 The Library is not responsible for personal items left unattended. Items found by library staff will be kept in the lost and found for one month.

- 3.2 Service animals are always welcome in the Library. However, other animals are not permitted in the Library, except during a program authorized by staff.
- 3.3 The Library cannot guarantee the privacy of information on our public computers. Patrons are encouraged to log out of all programs and restart their workstation after use.
- 3.4 Children are expected to adhere to the principles of the Patron Code of Conduct at an age appropriate level while visiting the Library or taking part in Library programming. A version of the Code of Conduct written in child-friendly language is available in OP-08 Children's Services Policy.

4.0 Violations of the Code of Conduct

- 4.1 Behaviour that violates the Code of Conduct may result in a warning, suspension of library privileges, and/or exclusion from the Leeds and the Thousand Islands Public Library.
- 4.2 Patrons engaging in any of the following behaviours may be asked to leave the Library immediately and may have their library privileges suspended or revoked, as outlined below:
 - 4.2.1 Smoking or vaping within the library building or within 3 meters of any entrance.
 - 4.2.2 Consuming, selling or trading of alcohol or drugs (prescription or illegal) on the premises or before entering.
 - 4.2.3 Using offensive, threatening, harassing or abusive language or gestures to staff or patrons.
 - 4.2.4 Deliberately damaging, defacing or misusing library materials, equipment or facilities.
 - 4.2.5 Persistent disturbance to other patrons' use of the Library.
 - 4.2.6 Any behaviour which endangers or threatens staff or patrons, or any illegal activity.
- 4.3 Warnings, suspensions and exclusion from the library facility will be issued at the discretion of library staff and the CEO.
 - 4.3.1 For minor breaches of conduct (non-violent, non-threatening and not resulting in damage to library property) patrons may receive a warning or be asked to leave the Library for the remainder of the current business day.
 - 4.3.2 Repeated infractions will result in suspension of library privileges for a 1 to 3 month period, to be determined by the CEO. Patrons must review and sign-off on the Patron Code of Conduct before library privileges will be reinstated.
 - 4.3.3 Repeated suspensions may lead to the permanent suspension of library privileges.
 - 4.3.4 Serious breaches of conduct, including the abuse of staff or patrons (verbal or physical), damaging or destroying Library property, or engaging in illegal activity, may result in an immediate permanent suspension of library privileges.
 - 4.3.5 Serious breaches of conduct may also result in the issuing of a Notice of Trespass, which excludes the individual from entering any library premises (all three branches). The patron will be provided with a written copy of the notice (where possible). Copies of the Notice of Trespass will be retained by the

Library, and forwarded to the local OPP detachment. The OPP will be contacted regarding any breach of a Notice of Trespass.

4.3.6 Depending on the severity of the incident a Notice of Trespass may be issued temporarily (with a set end-date within 1-6 months) or permanently.

4.4 Patrons whose library privileges have been suspended will be notified in writing. Patrons may appeal their suspension to the Library Board in writing within two (2) weeks of the date of suspension. The decision of the Library Board will be final.

4.5 Illegal behaviour, or behaviour which results in damage to library materials, equipment, furnishings, or space may result in cost-recovery charges, and/or criminal charges.

5.0 Record of Incidents

5.1 Library staff will make a record of incidents occurring in the Library on the Incident Report Form (Appendix 2).

5.2 The Library CEO will review and sign-off on all incident reports.

History			
Approval Date:	September 21, 2022	Approved by:	B. Lolley
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