Policy Type: **Policy**

Policy Number: P-08

Policy Title: **Patron code of conduct**

Policy Approval Date: September 2024

Policy Review Date:

SEVERN TOWNSHIP PUBLIC LIBRARY

The Severn Township Public Library is a destination for discovery where people gather to learn, create and enjoy. 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. Our top priority is to ensure a positive experience for our library users while in the library or on Library property. Please:

Be respectful of others.

- Speak and work at a soft volume.
- Use cell phones or other technology in a way that does not disturb others.
- Follow the Public Internet Services Policy while using the internet.
- Refrain from offensive, harassing, threatening or discriminatory language or actions.
- Respect the sensibilities of others when viewing materials in the Library.
- Bring in only registered guide or service animals, or animals permitted in Library programming.
- Obtain permission from the Library to distribute literature or post materials on library property. Solicitation is not permitted in the Library or on Library property.
- Respect the privacy of people and staff when filming or recording in the Library by asking their permission before including them in your photos, videos or audio recordings.
- Wear appropriate attire including shirts and footwear; be mindful of offensive body odour and/or strong scents.
- Report disruptive behaviour to Library staff.
- Smoking or using e-cigarettes inside the Library or on Library property within nine metres of any door is not permitted.
- Consuming, using or selling alcohol or drugs on Library property is not permitted.

Be respectful of Library property.

- Use the Library's furniture, equipment, computers and materials with care; sleeping is not permitted.
- Consume food and drink in a responsible way and throw out or recycle your garbage.
- 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.
- Keep aisles, corridors, and spaces around you clear so others can easily access them.
- Permit inspection by library staff of all personal bags and cases upon leaving the Library.
- Use washrooms only for their intended purposes; library materials may not be taken into the washrooms.

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 staff.
- Accompany and supervise children or vulnerable adults in your care.
- Carrying weapons or implements that could be used as weapons are not permitted in the Library.

Code of Conduct – Exclusion and Appeals

The policy outlines Code of Conduct for the Severn Township Public Library. We ask that you respect the 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 their 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 an extension of exclusion, in writing, during the period of exclusion.

Level	Incident types	Banning Period	Considerations
1	**-** Minor breaches of Library Rules of Conduct or policy - Inappropriate use of the Internet - Refusal to take direction from staff	Day ban	Issued by any staff Verbal notice
2	**-** Repeated breach of Library Rules of Conduct or policy - A pattern of inappropriate behaviour	3 month ban	Issued by CEO Written notice
3	- Repeated breach of Library Rules of Conduct or policy - A serious incident - Minor damage, theft or vandalism - Consumption of drugs or alcohol resulting in public intoxication	6 month ban	Issued by CEO Written notice
4	- Uttering threats - Damage, theft, or vandalism under $1000 - A very serious incident - Violent acts not directed at others - Harassment of staff, volunteers or other patrons	12 month ban	Issued by CEO Written notice
5	**-** Contraventions to the Criminal Code of Canada while at the Library - Damage, theft or vandalism in excess of $1000 - Violent acts against staff, volunteers or other patrons - Sexual harassment of staff of volunteers	Permanent ban	Issued by CEO Written notice

Danger Rating	Type
Green	Minor Incident - Staff following operational policies and informing patrons if there needs to be a modification in their behaviour and/or use of the library. This would include someone sleeping in the library, raising voices, and arguing with staff over a library policy or resource availability.
Yellow	Caution - Patron behaviour signals that staff need to keep an eye on the situation or there are signs of escalation, if necessary, request that they leave the building for the day. Staff call for their immediate supervisor to come in and intervene if they feel that this is warranted. This would include increased agitation on the part of the patron and an impasse being reached between the original staff member and the patron, throwing materials around, louder arguing using profanity and impairment by alcohol or drugs that may lead to a more dangerous situation.
Red	Severe Incident – Patron behaviour that indicates a line has been crossed e.g. verbal harassment, illegal behaviour, harm to staff or other patrons, and damage to library or customer property. This would be the point when managers are called in. Depending on the frequency, severity and number of incidents, a decision to ban the patron for a period of time is possible and may result in a temporary ban.
Black	Emergency - Patron behaviour that results in an immediate threat to safety or harm of another individual(s) or significant damage to library property, e.g someone brings a weapon into the library, actual physical abuse/contact to staff or other patrons, an action that results in significant damage to library property (starting a fire in the building, breaks a window), or any other action that has a significant impact. This would probably result in an immediate and permanent or long-term ban from the premises.