



Customer Code of Conduct and Library Suspension

Authority: Library Board

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Date Reviewed:

Category: Public Policy

Purpose

The code of conduct defines behaviour appropriate for the comfort and protection of all persons who use Library facilities, services, and digital platforms, and for the protection of library materials and property within the Library.

Policy

Everyone is welcome at the library. We ask your cooperation in maintaining a safe, positive environment, conducive to enjoyable and productive use, where we treat each other with respect and courtesy.

The following rules are in place to prevent disruptions, ensure the safety of the public and staff, and to ensure the security of Library property.

All Library customers and employees should be free of any threat of harm, invasion of property, or disrespect. Staff make every effort to apply these rules in a fair, dignified and positive manner, but will call for assistance from the appropriate authorities (e.g. York Region Police Service) if and when necessary.

Violation of these rules could result in expulsion from Library facilities, access to services, and/or digital platforms, as well as cost-recovery charges and/or prosecution under the *Trespass to Property Act* or the *Criminal Code*.

General Rules

1. Be respectful

Please treat everyone in the library with respect by minimizing disruptions to others and always using respectful language and behaviour. Be mindful of scent sensitivities and wear appropriate clothing including a shirt and shoes.

2. Follow Library policies and procedures

Library staff strive to use library rules in fair and honorable ways with all customers. You can help us provide the best service possible by following library rules and sharing feedback on our service.

3. Treat Library property with respect

Please take care of library materials so they may be shared with all. When visiting the library, please use resources and spaces for their intended purpose to create a positive experience for all customers.

4. Be responsible for persons in your care

Do not leave a child under 11 years old or vulnerable person unattended. Supervise all persons for whom you are responsible.

Library Suspension

The Library will apply a temporary or permanent suspension of Library privileges if customer behaviour, in the opinion of Library staff, fails to comply with any of the rules above. Any form of suspension is system-wide.

Responsibility

All staff are responsible for upholding the Customer Code of Conduct and reporting unacceptable behaviour to management and/or the Police.

- Day long suspensions are assigned by management or In Charge staff
- Suspensions lasting more than one day must be approved by the CEO or designate
- Incident reporting must be completed by the primary staff witness for any incident that requires a suspension of any length of time

Suspension Guidelines

Customers will be asked to leave the Library for an assigned period of time when behaviour causes any of the following:

- Threatens public health & safety
- Disrupts customers or the delivery of library services
- Threatens other people, either verbally, physically, sexually or with intent to harm
- Risks damage to Library facilities, equipment, or materials

The Library will assign suspensions based on the severity of the offence, while considering circumstances surrounding the incident. Staff may determine the most

appropriate response based on the Level of Offences below. Any suspension length may be adjusted based on the discretion of the Manager, Customer Experience, or CEO, or designate:

Behaviour	Staff Response
<p>Level 1</p> <ul style="list-style-type: none"> • Abusive language of any kind including verbal assault • Viewing of pornography on library computers or personal devices while in the library • Behaviour that risks injury or damage • Continuous disruptive noise or behaviour • Failure to follow library policies • Willful misuse of emergency exits • Any abusive behaviour occurring on the Library’s social media sites 	<ul style="list-style-type: none"> • 1 verbal warning • Incident report reviewed and signed by the Manager, Customer Experience • Suspension applied for remainder of the day if behaviour persists • If deemed necessary, particularly for a repeated offence, ban from Library for 7 days
<p>Level 2</p> <ul style="list-style-type: none"> • Repeated Level 1 offences • Smoking in the Library • Willful damage to the Library building, furniture, technology, or materials 	<ul style="list-style-type: none"> • Incident report reviewed and signed by the Manager, Customer Experience • Suspension applied for 30 days by CEO or designate • Terms of suspension are outlined in a Suspension Letter • Customer mailed invoice for full extend of damages
<p>Level 3</p> <ul style="list-style-type: none"> • Repeated Level 2 offences • Harassment of staff or customers • Physical assault causing harm (includes actual or intended threats) • Sexual assault 	<ul style="list-style-type: none"> • Police are called • Incident report reviewed and signed by the Manager, Customer Experience • Suspension applied for 6 months to 1 year by Library CEO or designate

<ul style="list-style-type: none"> • Sexual activities occurring on library premises • Stalking • Theft • Trespassing • Possession of drugs • Possession of weapons • Any illegal act based on the <i>Criminal Code of Canada</i> 	
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Follow Up Procedure

- Customers who do not follow the suspension terms, regardless of the assigned length, may have their library suspension extended.
- In certain situations, the CEO will send a letter to the customer explaining the reason for and length of the suspension.
- Customers may appeal any suspension in writing to the Library Board. It is the Board’s decision to accept or reject the appeal. The Board decision is final.

The library is committed to meeting the needs of persons with disabilities and will provide, upon request, alternate formats and communication supports, in compliance with the *Integrated Accessibility Standards Regulation, Ontario Regulation 191/11* and the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

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