



REPORT TO THE LIBRARY BOARD

JANUARY 23, 2025

SUBJECT: Rules of Conduct

PURPOSE: For Approval

PREPARED BY: Senior Team

PRESENTED BY: Nancy Collister, Director, Customer Service & Branch Operations

RECOMMENDATION

It is recommended that the Library Board approve the revisions to the Rules of Conduct.

BACKGROUND

The purpose of the Rules of Conduct is to make Library a safe and enjoyable space for Library users and Library Employees alike and to protect the Library's materials, equipment, and property.

The current policy, a list of significant revisions, and the revised policy are appended.

NEXT STEPS

This policy will be reviewed in four years as part of the Library's policy review process.

CURRENT POLICY

PURPOSE:

The purpose of this policy is to make London Public Library (Library) a safe and enjoyable space for Library users and Library Employees alike and to protect the Library's materials, equipment, and property.

SCOPE:

This policy applies to all members of the public, Library Employees and Library Volunteers using or accessing Library resources, services and property in person or remotely.

DEFINITIONS:

- **Banning** means a member of the public is prohibited from entering Library buildings and/or from being on any Library Property at any time or for any reason for the duration of the ban.
- **Hate Speech** is defined under section 319(1) of the *Criminal Code of Canada*, as "everyone who, by communicating statements in a public place, incites hatred against any identifiable group where such incitement is likely to lead to a breach of the peace."
- **Illegal Use of Drugs** means uses where substances whose production or use are against the law or strictly controlled by a doctor's prescription and are not being used as prescribed (for example, being sold.)
- **Library Property** means land and buildings owned or leased by the Library and anything attached to the land, such as a bench or shed.
- **Weapon** means any object, concealed or otherwise, which may be used to injure or intimidate.

POLICY STATEMENT

The Library aims to provide a welcoming and safe environment for the enjoyment of Library users, Library Employees and Library Volunteers as they access Library resources, services and property. Library Employees will make every effort to apply the Rules of Conduct in a fair and dignified way.

User Expectations:

- Act with respect and consideration for others at all times;
- Dress appropriately: shoes and shirts must be worn;

- Accompany and supervise children in their care within the parameters set forth in the Library's *Unattended Child Policy*;
- Use Library materials, furniture, equipment and property for their intended purposes and with consideration for others;
- Use public entrances and exits only and not enter restricted and "Employee only" areas without the permission of Library Employees;
- Open all bags, purses, and carrying cases for inspection if requested by Library Employees or Library Security Staff;
- Drink covered beverages and eat light snacks in designated areas only;
- Obey copyright laws, licensing agreements, and other intellectual property rights; and,
- Follow the laws and regulations of Canada and the Province of Ontario.

Examples of prohibited behaviours on Library Property:

- Behaviour or language that is abusive, obscene, harassing, threatening, violent, or the use of hate speech against Library Employees, Library Security Staff or members of the public;
- Disruptive behaviours, including making excessive noise, running, using skateboards, rollerblades, bicycles or other sporting equipment;
- Carrying, displaying or using weapons;
- Vandalism, theft or attempted theft;
- Consuming, using or selling alcohol or illegal drugs;
- Visible intoxication;
- Smoking or using e-cigarettes inside Library buildings or on Library Property within nine metres of any building door;
- Using Library or personal technology in a way that disturbs others;
- Photographing, filming or recording of any kind without the approval of Library Employees;
- Canvassing, petitioning, soliciting, selling goods, distributing or posting materials without approval of Library Employees;
- Bringing animals inside Library buildings or within three metres of any entrance door, with the exception of registered service animals or animals featured in approved programs;
- Bringing into Library buildings personal belongings deemed a health and safety risk;
- Refusing to leave Library Property promptly at closing time and when requested to do so in emergency situations; and,
- Loitering at any time.

Consequences

Any member of the public who does not follow this policy may lose Library privileges, be banned from Library Property for a period of time, be required to pay for losses or damages, and/or be prosecuted under the law. Library Employees or Library Security Staff will contact London Police Services for assistance when illegal activity occurs if required.

Accountability

Accountability for application of this policy is vested in the office of the CEO & Chief Librarian by the London Public Library Board (the "Board"). The CEO & Chief Librarian may delegate this responsibility to qualified and knowledgeable Library Employees.

The CEO & Chief Librarian will:

- Establish guidelines to apply different levels of suspension of Library privileges through banning; and,
- Maintain and review documentation when patrons do not abide by this policy.

Accountability for the setting of this policy resides with the Board.

The Board will ensure that the:

- Board policy is applied;
- CEO & Chief Librarian develops and applies operations level policies, processes, procedures and guidelines; and,
- CEO & Chief Librarian acts appropriately in the appeals process.

Appeals

A member of the public who has a concern about the way this policy is carried out, including a suspension of Library privileges, may ask Library Administration to review the decision.

- A member of the public may request that the matter be referred to the office of the CEO & Chief Librarian. The final decision rests with the CEO & Chief Librarian.
- A member of the public with concerns about this policy may address the Library Board through the delegation process.

Confidentiality

All personal information held by the Library is protected by the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA) and related Library policy, *Access to Information and Protection of Privacy Policy*.

INQUIRIES:

Director, Customer Services and Branch Operations

Manager, Customer Services and Branch Operations

SUMMARY OF SIGNIFICANT CHANGES

Definitions

Added definitions for Contracted Security Services, Library Employee, Library Volunteer, and Patron to be consistent with other related policies

Examples of prohibited behaviours on Library Property

No wheeled devices, such as bicycles, shopping carts, skateboards, electric scooters, etc. except for assistive devices and strollers

Appeals

Expanded to include clear instructions for patrons wanting to appeal a ban.

REVISED POLICY

PURPOSE

To offer a safe and enjoyable space for Patrons, Library Employees, Library Volunteers, Contracted Security Services staff and to maintain the safety and security of Library Property without disruption to Library services.

SCOPE

This Policy applies to Library Employees, Library Volunteers, Contracted Security Services staff and Patrons using or accessing Library resources, services and property in person or remotely.

DEFINITIONS

- **Banning** means a member of the public is prohibited from entering Library buildings and/or from being on any Library Property at any time or for any reason for the duration of the ban.
- **Contracted Security Services** means personnel contracted to provide security for the Library
- **Hate Speech** is defined under section 319(1) of the *Criminal Code of Canada*, as “everyone who, by communicating statements in a public place, incites hatred against any identifiable group where such incitement is likely to lead to a breach of the peace.”
- **Library Employee** means a person who is employed by the Library and includes all Employees, including Page and Casual staff.
- **Library Property** means land and buildings owned or leased by the Library and anything attached to the land, such as a bench or shed.
- **Library Volunteer** means a person who voluntarily extends their services to actively support the Library, and who does so without remuneration.
- **Patron** means any person utilizing the services of the Library or Library Property.
- **Weapon** means any object, concealed or otherwise, which may be used to injure or intimidate.

POLICY STATEMENT

The London Public Library (Library) endeavours to provide a welcoming and safe environment for Library Employees, Library Volunteers, Contracted Security Services staff and for the enjoyment of Library Patrons as they access Library resources, services and Library Property. Library Employees, Library Volunteers and Contracted

Security Services will make every effort to apply this policy in a fair and respectful manner.

Expectation of Library Patrons

- Act with respect and consideration for others, including following direction from Library Staff, Library Volunteers and Contracted Security Services;
- Wear proper clothing and footwear e.g. shirts, pants and shoes;
- Accompany and supervise children in accordance with the Library's *Unattended Child Policy*;
- Use Library collections, furniture, equipment and property for their intended purposes and with consideration for others;
- Use public entrances and exits only and not enter restricted or "Employee Only" areas;
- Open all bags, purses and carrying cases for inspection, if requested by Library Employees or Contracted Security Services;
- Drink covered beverages and eat light snacks in designated areas only;
- Obey the *Library Technology and Internet Use Policy*, applicable copyright laws, licensing agreements and other intellectual property rights, and;
- Comply with all relevant municipal by-laws and adhere to federal and provincial laws and regulations.

Examples of prohibited behaviours on Library Property

- Behaviour or language that is abusive, obscene, harassing, threatening, violent, or the use of hate speech against Library Employees, Library Volunteers, Contracted Security Services or members of the public;
- Disruptive behaviours, including making excessive noise or running;
- Carrying, displaying or using weapons;
- Vandalism, theft or attempted theft;
- Consuming, using or selling alcohol or illegal drugs;
- Visible intoxication by drug or alcohol;
- Smoking or vaping inside or within 9 metres of any outdoor entrance;
- Using Library or personal technology in a way that disturbs others;
- Photographing, filming or recording of any kind without the approval of Library Employees;
- Canvassing, petitioning, soliciting, panhandling, selling goods, distributing or posting materials without the approval of Library Employees or in violation of the Library's *Elections Policy*;
- Bringing animals inside Library Property or within three (3) metres of any entrance door that are not in compliance with Library policy.
- Bringing personal belongings inside Library Property deemed a health and safety risk, such as, oversized and multiple bags, suitcases, etc.

- No wheeled devices, such as bicycles, shopping carts, skateboards, electric scooters, etc. except for assistive devices and strollers
- Refusing to leave promptly at closing time or when requested to do so in emergency situations; and
- Loitering at any time, (e.g. entrances, washrooms and outside staff areas).

Possible Consequences for Non-Compliance

Any patron who does not comply with this or other Library policies may lose Library privileges, be banned from Library Property for a period of time, be required to pay for losses or damages and/or be prosecuted under the law. Library Employees or Contracted Security Services will contact London Police Service, if required, for assistance when illegal activity occurs.

Appeals

A member of the public who has a concern about the way this policy is carried out, including a suspension of Library privileges, may ask Library Administration to review the decision.

- A member of the public may request that this matter be referred to the office of the CEO. The final decision rests with the CEO.
- A member of the public with concerns about this policy may address the Library Board as per the Library's *Delegations & Public Participation Policy*.

The patron may appeal a suspension of services by using the *Appeal Form* available to the public or by writing a letter with the following information:

- Name
- Address (if applicable)
- Contact information (phone, e-mail)
- Library card number (if applicable)
- Location and date of exclusion (if known)
- Reason for appeal.

A paper copy of the appeal form will also be made available to those who may have a barrier of access to form with clear instructions on how to return the form.

The patron must return the requested information in order for the appeal process to commence.

Patrons who are not able to complete the form or have access to it, may request a phone or in person for a meeting.

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

- The safety of the public and Library staff and the circumstances surrounding the ban;
- Prior incidents involving person making the application with regard to the *Rules of Conduct*; or
- The person's reasons for appealing their ban or seeking reinstatement, as well as other mitigating factors.

Accountability

Accountability for application of this Policy is vested in the office of the CEO & Chief Librarian (CEO) by the Library Board. The CEO may delegate this responsibility to qualified and knowledgeable Library Employees.

The CEO will:

- Establish guidelines to apply different levels of suspension of Library privileges through banning; and,
- Maintain and review documentation when patrons do not abide by this Policy.

Accountability for the setting of this Policy resides with the Library Board, who will ensure that:

- This Policy is applied;
- The CEO develops and applies operations level policies, processes, procedures and guidelines, and
- The CEO acts appropriately in the appeals process

Confidentiality

All personal information held by the Library is protected by the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA) and related Library policies, including the *Access to Information and Protection of Privacy Policy*.

INQUIRIES

CEO & Chief Librarian
Director, Customer Services and Branch Operations