

Rules of Conduct

Effective Date: Jan. 23, 2025

Review Date: January 2029

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 that is disruptive to the operation of the Library. This includes, but is not limited to blocking entrances/exits, overstaying washrooms visits and congregating outside of 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