

LONDON PUBLIC LIBRARY POLICY

Title: Rules of Conduct
Policy Type: Board Operational Linkage
Policy No: C-C-02

Issuing Date: January 21, 2021

Review date: January 2025

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*.

BACKGROUND:

INQUIRIES:

Director, Customer Services and Branch Operations

Manager, Customer Services and Branch Operations

KEYWORDS:

Conduct
Behaviour
Safety

RELATED DOCUMENTS:

Banning Policy

Charter of Library Use:

Technology Use Policy

Internet Use Policy

Unattended Children Policy

Lending Services Policy

Smoke-Free Policy

DOCUMENT CONTROL:

Replaces Guiding Principles for Working Relationships

Approved: October 26, 2005

Reviewed: June 14, 2012 (L12/40.1)

Reviewed: October 27, 2016 (L16/50.1)

Reviewed: January 21, 2021 (L21/9)