



Approved: October 20, 2015

Policy Type: Operational

Last Review/Revision:

Policy Title: Code of Conduct

Year of Next Review: 2017

INTENT

The Renfrew Public Library is committed to ensuring the safety of service users and staff in its programs, facilities, properties and services, and fostering an environment where there is mutual respect and responsibility taken for actions. The Library will exercise zero tolerance to any form of violence, vandalism or inappropriate behaviour.

This policy & procedure outlines the measures and enforcement steps to be taken by staff and users in order to address inappropriate behaviour or violence in Library programs and on or in Library property.

By doing this, The Renfrew Public Library is promoting a positive, safe, enjoyable and supportive environment for all users and staff in Library programs and facilities, and to increase the level of understanding and awareness of this procedure.

SCOPE

Inappropriate behaviour and violence for the purpose of this policy includes, but is not limited to, the following behaviours:

- a) Loud verbal assaults directed at the public or Library staff deemed to be aggressive or intimidating or having the potential of inciting violence;
- b) Threats and/or attempts to intimidate;
- c) Throwing of articles in a deliberate or aggressive manner;
- d) Aggressive approaches to another individual (physical/verbal assault);
- e) Physical striking of another individual;
- f) Attempts to incite violence in others;
- g) Theft of property;

- h) Possession of weapons;
- i) Vandalism to building or property;
- j) Refusal to follow the rules outlined by the Library;
- k) Racial or ethnic slurs;
- l) Use of illegal drugs and alcohol in non-licensed premises;
- m) Harassment (“engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome” as defined by the Ontario Human Rights Code);
- n) Contravention of Library policies, procedures and rules including the Rules of Conduct (Appendix B).

PROCEDURES

(A) Education

1. The Library will promote this Policy to the public to create a positive atmosphere;
2. In addition, any necessary and required ongoing training and education will be provided to staff to support its implementation of this procedure.

(B) Duty to Report

1. The Library’s primary concern is the safety of staff and users. If at any time users or staff feel personally threatened, they are to call the Police immediately. It is NOT the expectation that staff or users put themselves at risk or jeopardize one’s safety in dealing with any perceived or real situation;
2. Library staff is to immediately report acts of violence, vandalism or inappropriate behaviours to the CEO, senior staff member, or designate in charge of the library;
3. Users of library facilities are to report acts of violence, vandalism or inappropriate behaviours to a Library staff member and/or a designated person in charge of the library immediately or within 24 hours;
4. All incidents of violence and or vandalism or threatening situations must be reported by Library staff or the public to the Police with Incident Reports filed.

(C) Enforcement Options/Steps

1. The Library will take appropriate actions when incidents pertaining to this procedure occur in Library facilities or programs. Library staff is authorized to act if inappropriate behavior or violence are observed or reported in the following instances:

- a) Observation (or potential) of any physical violence or vandalism;
- b) Observation of verbal abuse or (potential) threat;
- c) The request by a member of the public who are threatened, intimidated, assaulted or persistently disrupted.

2. *Upon witnessing or suspecting physical violence;*

- Contact the police immediately by dialing 911 and follow (b) to (h) below.

Upon witnessing verbal abuse or activity OR Upon reported actions of physical violence by the public;

- a) Assess the situation to determine if and what action should be taken;
- b) Without jeopardizing one's safety, advise the identified party to stop the activity immediately or they will be asked to leave;
- c) If party does not co-operate, contact the police, inform identified party they are now trespassing (as Police have already been called);
- d) If individual refuses to leave, do not engage in argument or physical confrontation but wait for Police to arrive;
- e) Advise CEO and/or other staff in the building immediately;
- f) All staff shall cooperate and support Ontario Provincial Police during any investigation and prosecution process resulting from any charges laid.
- g) Prepare Incident Report;
- h) Incident to be reviewed by staff

(D) Consequences of Non- Compliance

- 1. Individuals who engage in any unacceptable behaviour, as defined in this procedure may, depending on the severity, receive one warning or be barred immediately from the premises and if necessary, a suspension for a period of time. The suspension may apply to all programs, facilities, properties and services if warranted. Length of suspension will be determined by the Chief Librarian and will depend on the severity of the situation;
- 2. Most incidents that result in a suspension or barring from programs, facilities, properties and services will be followed up by a written Trespass to Property notice (see **Appendix A**).

3. All library staff will be notified of individuals who are barred or individuals who received a letter of trespass.
4. Incidents may be reported to the Ontario Provincial Police, and charges may follow.
5. In addition to any other measures taken, where vandalism or theft has been perpetrated, the individual(s) responsible will be required to reimburse the Library for all costs associated with any repairs as well as any lost revenues or where appropriate be asked to repair the damage.

(E) Appeal Process

1. Individual(s) wishing to appeal any disciplinary measure may present their case to the Chief Librarian in writing within 14 days of the decision. The written appeal must be mailed to the Renfrew Public Library, Attention Chief Librarian, 13 Railway Ave., Renfrew, ON K7V 3A9
2. The Chief Librarian, in consultation with the appropriate staff or with the Library Board, will review the appeal and any decision made is final.

RESPONSIBILITIES

1. Library Staff are the key personnel responsible for the implementation of this procedure;
2. Users of the Library, its programs, properties or services are responsible for behaving and acting in a manner that respects the rights of others in order for the services to be used and enjoyed by all. The Library's Rules of Conduct (**Appendix B**) further details the expectations for behaviour for library users.

Revised from existing policies of the Burlington Public Library and Niagara Falls Public Library

CODE OF CONDUCT POLICY

APPENDIX A

Notice Pursuant To the Trespass to Property Act,

R.S.O. 1990, c. T.21, S.3 (and amendments)

and

IN THE MATTER OF

the premises municipally known as

RENFREW PUBLIC LIBRARY

RENFREW, ONTARIO

TO:

N O T I C E

TAKE NOTICE THAT, from _____ to _____, you are hereby prohibited from entry in and on the following premises for any purpose, namely:

Renfrew Public Library, 13 Railway Ave., Renfrew, ON K7V 3A9

This decision is as a result of your unacceptable behaviour on such premises on_____. AND FURTHER TAKE NOTICE THAT you will be subject to arrest and prosecution in the event that you fail to comply with this notice.

DATED at the Town of Renfrew this _____ day of_____, 20____.

Authorized by:

Chief Librarian or Designate

c. Ontario Provincial Police
Renfrew Detachment

CODE OF CONDUCT POLICY

APPENDIX B

Customer Code of Conduct

Welcome to the Renfrew Public Library. Our goal is to ensure that everyone has a positive experience when using the library, whether in person or virtually.

Everyone has the right to enjoy the services of the Renfrew Public Library (RPL) without disturbance. Our commitment to customers and employees is to deliver excellent service in an environment of mutual respect and courtesy, creating a pleasant and safe atmosphere conducive to both life-long learning and the creative use of leisure time.

The Customer Code of Conduct encourages behaviour that supports the Library's mission. It applies everywhere the Library conducts its business, whether on Library property, out in the community or through our website and social media sites.

Kindly respect the Customer Code of Conduct and abide by all Library policies. Employees make every effort to apply these rules in a fair, dignified, and positive manner for the benefit of all. At the sole discretion of the Library, anyone choosing to disrespect the policies of the RPL and refusing to modify behaviour will be asked to leave. This could result in suspension of Library privileges, cost-recovery charges, and/or prosecution.

We ask your cooperation in maintaining a welcoming environment that provides the opportunity for everyone to enjoy and use the RPL facilities, collections, or services.

Please remember to...

Be Respectful of Others

- Use respectful language and display good conduct. Abusive, coarse, violent, harassing or discriminating language or actions will not be tolerated under any circumstance. This includes but is not limited to physical, sexual or verbal abuse.
- While we welcome guide and/or service animals, leave all other animals at home.
- Speak and work at a soft volume. Minimize distracting sounds.
- Set mobile devices to vibrate or mute. Unobtrusive use of cell phones is permitted.
- Obtain prior written authorization before distributing literature, conducting surveys, gathering signatures, soliciting contributions, posting materials, etc. on Library premises.
- Respect individuals with sensitivities to scents and limit the use of fragrances.

- Wear appropriate attire, including shirt and footwear.
- Pay proper attention to personal hygiene at all times.
- Report disruptive behaviour to an RPL employee immediately.

Be Respectful of Library Property

- Use provided materials, computers, equipment, and furniture with respect and care.
- Respect the Public Network Access Policy while browsing the Internet.
- Check with employees as to restrictions, if any, on consuming food and/or refreshments in the facility. Always ensure proper disposal of leftovers.
- Keep aisles and corridors clear so as to not interfere with the free passage of others. Large equipment (e.g. carts and strollers) or bulky material (e.g. bags and clothing) must not hinder emergency evacuation or wheelchair access.
- Park bicycles, scooters or small motorized vehicles outside the Library in designated locations. Small items such as skateboards or roller blades may be brought in but cannot be used inside the Library or on the Library front sidewalk.

Be Safe

- Do not leave a child or vulnerable adult unattended. A vulnerable adult is one who cannot take care of him/herself, requires assistance to move about and/or communicate with others.
- Supervise all individuals, especially children, for whom you are responsible.
- As a security measure, permit inspection, as requested by Library or security personnel, of any personal bags or cases when leaving the Library.
- Keep your belongings safe with you. The Library is not responsible for personal belongings.
- Follow emergency procedures. Leave the building when requested by staff in case of fire, fire drills, or other emergencies.
- Do not engage in activities that are not related to the proper use of the Library.
- Follow all municipal, provincial and federal laws, codes, rules and regulations.
- Follow the instructions of RPL employees.

Revised from the Ottawa Public Library's Customer Code of Conduct