

**ST. CATHARINES PUBLIC LIBRARY BOARD****POLICY**

<b>Section:</b> General <b>Number:</b> G7	<b>Subject:</b> Rules of Conduct (Previously named Problem Patrons)	<b>Motion #:</b> 2019-88
<b>Approval Date:</b> Oct 17, 2019	<b>Effective Date:</b> Oct 17, 2019	<b>Review:</b> Annual
<b>Notes:</b> Approved at the Board Meeting of October 17, 2019.		

**POLICY STATEMENT**

To maintain a safe, supportive and welcoming environment for Library users and staff, St. Catharines Public Library (the 'Library') has the right and obligation to enforce the Rules of Conduct (Attachment 1) in a fair and consistent manner.

Once a breach of the Rules of Conduct occurs, the Library takes into consideration the severity of the misconduct, the circumstances surrounding the incident and any mitigating factors when determining whether a person will be suspended from the premises and the time period of the suspension.

The Library will take legal action, as appropriate, under the Criminal Code, 1992; Trespass to Property Act and Public Libraries Act, 1990.

The Library is committed to reviewing the Rules of Conduct and their application on a regular basis to support fair and equitable access for all.

**Non-Compliance with Rules of Conduct**

1. Individuals, who engage in any unacceptable behaviour, as defined in the Rules of Conduct may, depending on the severity, receive a warning or be suspended immediately from the premises and if necessary, be placed under 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 Executive Officer (CEO) or her/his designate depending on the severity of the situation as follows:
  - i. a minor breach (e.g. noise, language, disrespect, disruptive behavior) of library rules (conduct abuse), will be one day minimum;
  - ii. major or repeated breaches of library rules will result in a suspension starting with 3 months, then 6 months and then 1 year;
  - iii. abuse of staff members or patrons, damaging or destroying library property or any illegal behaviour (Criminal Code behaviour), will not be less than six months and for any repeated breach the suspension will be 1 year and can be permanent.

2. Most incidents that result in a suspension from programs, facilities, properties and services will be followed up by a written Trespass to Property notice.
3. Library staff will be notified of individuals who are suspended or who have received a Trespass to Property notice.
4. When a Trespass to Property notice is issued, it can be served verbally, in person, by mail or by the Police. It will specify the reason, the length of the suspension and the appeal process. A copy of the notice will be kept on file.
5. Breaches of the Rules of Conduct may be reported to the Niagara Regional Police and charges may follow.

### **Right to Appeal**

Any person who has been suspended from the Library has the right to appeal the suspension in writing, to the Library during the period of suspension.

The person is entitled to appeal during the period of suspension using the appeal process described below:

- The person may first appeal in writing to the CEO. The CEO, in consultation with the appropriate staff and/or security, will review the appeal and communicate the decision in writing to the individual.
- Upon receipt of the decision of the CEO, the person may further appeal in writing to the St. Catharines Public Library Board.
- The decision of the Library Board is final and there are no further steps to be taken in the appeals process.

### **Staff Roles and Responsibilities**

The CEO or designate is accountable for the overall administration of the Rules of Conduct and related policies.

KSC/nb

Policy reviewed by C.E.O and Business Administrator
October 2019

**ST. CATHARINES PUBLIC LIBRARY**  
**RULES OF CONDUCT**

The St. Catharines Public Library provides equitable access to a wide range of library services in welcoming surroundings. The Rules of Conduct have been established to prevent disruptions to library services, ensure the safety of the public and staff, and maintain the security of library property.

1. Behaviour that is disruptive, abusive, intrusive, harassing, or threatening to Library users and staff will not be tolerated. Anyone who is perceived as a threat to the safety or enjoyment of the Library facilities will be asked to leave.
2. Damage, misuse or theft of library materials, property, furniture and equipment is prohibited, and may be subject to prosecution.
3. Patrons may be required to make available for inspection all bags, briefcases, purses, containers, books, and papers.
4. Parents or guardians are responsible for the supervision of their children. Children requiring supervision are not to be left unattended in or about the Library premises.
5. Posting notices, distributing circulars, canvassing, selling, soliciting or engaging in other commercial activity is prohibited unless authorized by the Library.
6. Members of the public of all ages must wear shirts, shoes, and other appropriate attire.
7. Smoking, e-cigarettes and vaping are not permitted anywhere in the Library.
8. Shopping carts, roller blades, skateboards, hoverboards, bicycles or any other recreational mode of transport are prohibited in the Library.
9. Animals are not permitted in Library buildings, except in authorized programs or when needed to assist a person with a disability.
10. Photographing, filming or video recording on Library premises is not allowed without prior approval of the C.E.O.

**Any disregard of the Rules of Conduct may result in suspension from the Library, loss of library privileges, cost recovery of charges, and/or prosecution. Appeals of decisions under the above rules must be made in writing to the Chief Executive Officer.**

**Approved by the St. Catharines Public Library Board, October 17, 2019**