



Policy Name	Code of Conduct		
Section & Number	Board – G-07	Effective Date	2019-10-17
Motion Number	2024-140	Last Review	2024-11-21
Author	Manager, Programming and Promotions	Next Review	2026
Policy Maintenance	Reviewed by Management		

Policy Statement

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

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

The Library may 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 Code of Conduct and its application on a regular basis to support fair and equitable access for all.

Scope

Non-Compliance with Code of Conduct

1. Library customers who engage in any unacceptable behaviour, as defined in but not limited to the Code 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 designate depending on the severity of the situation.

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 and security 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.
5. Breaches of the Code of Conduct may be reported to the Niagara Regional Police and charges may follow.

Right to Appeal

Any library customer who has been suspended from the Library has the right to appeal the suspension during the period of suspension using the appeal process described below:

- The library customer may first submit an appeal to the CEO by completing the [Suspension of Library Privileges Appeal form](#). Accommodation when submitting the appeal may be made upon request. 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 a decision of the CEO denying an appeal, the library customer 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.

Operational Guidelines

The Code of Conduct shall act as a guideline in the day-to-day operation of this Policy and will be posted at all library locations (Appendix 1).

Appendix

Appendix 1 – Code of Conduct

Code of Conduct

The St. Catharines Public Library is committed to offering a welcoming, clean and safe environment for all to enjoy. We ask that everyone be:

- Respectful of others in the library – customers, visitors, staff
- Careful and considerate of library property, furniture, and equipment
- Responsible for yourself and those in your care
 - Children 11 and under must be accompanied by an adult
- Lawful – Follow all municipal, provincial and federal laws, codes, rules, and regulations

Any disruptive behaviour that stands in contrast to the enjoyment of library facilities as positive, safe, and enjoyable environments is prohibited. This includes, but is not limited to:

- Verbal assault
- Physical violence
- Harassment
- Racism and the use of racial, ethnic or other personal slurs
- Theft
- Weapons possession
- Vandalism
- Property damage
- Alcohol or illegal drug use
- Smoking or Vaping
- Filming or recording staff or customers without consent, even if for personal use only.
- Wearing inappropriate attire (shoes, shirts, and other suitable clothing is required)
- Canvassing, selling or soliciting unless authorized
- Bringing oversized items into the library

Library customers are welcome to film and record their visits on a personal device for personal use only, and only where it does not involve recording other staff or customers without their consent. Photography, filming or video recording on Library premises for professional or commercial purposes requires prior approval.

Authorized service animals and animals needed to assist a person with a disability are permitted in the Library.

SCPL's Code of Conduct applies to visitors in all Library spaces: on Library property, in the community, on the phone, or electronically. Any disregard of the Code of Conduct may result in suspension from the Library, loss of library privileges, cost recovery of charges, and/or prosecution.