

No: OP4	Title: <i>Guidelines for Proper Behaviour in the Library</i>
Type: Operational: Operations	Authority: CEO
Originated: 12-12-12	Review: Biennial (Even Years)
Amended:	Previously: 01-09 11-06-10
Related Policies	<ul style="list-style-type: none"> • OHS5: Prevention of Workplace Violence • OHS6: Workplace Discrimination and Harassment • OPS1: Accessibility
Associated Documents	<ul style="list-style-type: none"> • <i>Trespass to Property Act, R.S.O. 1990, c. T.21</i>
Implementation Procedures	<ul style="list-style-type: none"> • Appendix L: Health and Safety Reporting Forms • Appendix D1: Use of Internet Acceptance • Appendix F: Application for Use of the Library for Meetings

Patrons of Schreiber Public Library have the right to use the Library's materials and services without being disturbed or impeded by other Library users. Library patrons and staff have the right to a secure and amiable environment.

SECTION I: Facility Use

1. Schreiber Public Library is a smoke-free environment.
2. Library patrons may be asked not to eat or drink in the Library.
3. Pets are not permitted in the Library, with the exception of guide dogs or service animals.
4. Disturbances:
 - 4.1. If a patron causes a disturbance in the Library, and ignores the request for due consideration of the rights of other patrons, then the patron will be asked to leave. When necessary, the police will be notified. If an individual ignores oral or written warnings to leave the premises, he/she can be charged with trespassing under the *Trespass to Property Act, R.S.O. 1990, c. T.21*.

SECTION II: Inappropriate Behaviour in the Library

1. Library staff are responsible for maintaining order in the Library. When Library staff observe inappropriate behaviours listed below, they are expected and authorized to implement the following actions:
2. When addressing the individual(s), Library staff are to maintain a calm, non-judgmental attitude, avoid a loud tone of voice, and avoid the use of phrases that may be considered condescending or offensive. Staff should speak to the person(s) quietly and directly in order to avoid disturbing others and to avoid creating unnecessary embarrassment for either party. The actions are:
 - 2.1. The staff member will request that the person(s) stop the inappropriate behaviour and clearly identify the inappropriate behaviour;

- 2.2.If the inappropriate behaviour continues after the first (1st) request, then the staff member will ask the person(s) to leave the building;
- 2.3.If a patron refuses to leave after being asked to leave, then the police should immediately be called to the Library.
3. Some examples of inappropriate behaviour include, but are not limited to:
 - 3.1.Running in the Library;
 - 3.2.Eating/drinking in prohibited areas;
 - 3.3.Abusive language;
 - 3.4.Loud or boisterous behaviour;
 - 3.5.Aimless/restless roaming;
 - 3.6.Restricting another person's use of the Library;
 - 3.7.Smoking in the Library;
 - 3.8.Damaging or disrupting the collection;
 - 3.9.Selling products and services and/or soliciting donations, which are not permitted in the Library, except as part of a Library sponsored program.
4. Taking surveys, distributing pamphlets, and other similar activities are permitted in the Library *only* when authorized by the Schreiber Public Library Board.
5. Animals, except those used to aid persons with disabilities, are not permitted in the Library. However, animals may be permitted as part of a Library-sponsored program. Animals may not be left unattended on Library property. Should animals be interfering with the patrons' access to the building, it is the responsibility of Library staff to call the Schreiber Animal Control Officer to have the animal removed.
6. Consumption of alcoholic beverages and illegal substances is not permitted on Library property.
7. Disrespectful attitudes or language, teasing, or other types of harassment of Library patrons or staff is not permitted.

SECTION III: Serious or Dangerous Behaviour in the Library

1. When Library staff observe serious or dangerous behaviours listed below, they are expected and authorized to immediately call the police:
 - 1.1.Loitering on Library grounds after being evicted from the building;
 - 1.2.Behaviour that a staff member feels is threatening to the immediate safety of other patrons or staff members;
 - 1.3.Hitting or striking another person;
 - 1.4.Threats of violence to oneself or others;
 - 1.5.Theft or deliberate vandalism of Library materials or property, or to the personal property of Library patrons or staff.

SECTION IV: Accident/Incident Report

1. Library staff must complete a written Accident/Incident Report directly following an accident or incident. The report must be read and signed within twenty-four (24) hours by the Chief Executive Officer (CEO). If the CEO is unavailable, the report should be forwarded to the Chairperson of the Library Board for review.
2. The form includes:
 - 2.1.The date and time of the accident/incident;
 - 2.2.The location of the accident/incident;

- 2.3. Weather conditions;
- 2.4. The cause and kind of accident/incident;
- 2.5. Details of the accident/incident, including name(s) of the injured, age(s), and witness names, telephone numbers, and addresses;
- 2.6. First Aid treatment;
- 2.7. Police, Ambulance, or Fire assistance and information;
- 2.8. An indication that the Library patron(s) was offered the opportunity to arrange for transportation from the Library and whether the offer was accepted.

SECTION V: Violation of Library Rules

1. It is the responsibility of the Chief Executive Officer (CEO) to ensure that the rules of behaviour are observed. Every incident of inappropriate behaviour will be reported to him/her.
2. In addition to reporting such incidents to the CEO, those members of Library staff designated by the CEO have the duty and authority to expel any person(s) from the Library, or program, until the matter can be reviewed by the CEO.
3. Upon becoming aware of an incident of inappropriate behaviour, the CEO may impose such disciplinary measures as he/she feels necessary. If suspension of any person's access to the facilities or programs is imposed by the CEO, such minimum suspension shall not be longer than seven (7) days. In the absence of the CEO, such incidents may be dealt with by the Library Board Chairperson.
4. Where the CEO imposes disciplinary action as allowed, he/she shall:
 - 4.1. Interview the offender(s) and, where appropriate, the parents;
 - 4.2. Notify the parents of any minor who is suspended from the Library, or program, for more than one (1) day;
 - 4.3. Maintain a record of all minor disciplinary action he/she has imposed;
 - 4.4. Submit a report to the Library Board for all incidents of a severe nature that, in the opinion of the CEO, should be reviewed by the Board for possible additional disciplinary measures.
5. After receiving an Accident/Incident Report as outlined above from the CEO, the Library Board shall summon a meeting at the earliest opportunity to review it. The offender(s) and, if a minor, the parents, shall be entitled to attend the meeting and present their version of the accident or incident to the Board.
6. The Library Board shall, after reviewing the findings and any other evidence as it deems appropriate in the circumstances, decide what disciplinary measures are to be imposed.
7. The Library Board shall then notify the CEO of its decision. The CEO shall advise the individual(s) and/or parents of the decision by registered mail.
8. The following are examples of disciplinary measures which may be applied as circumstances warrant:
 - 8.1. Suspension of the offender's right of access to Library facilities in accordance with the *Trespass to Property Act*;
 - 8.2. Referral of the accident or incident to the police or the court.

SECTION VI: Telephone Calls

1. The Library telephone is not for public use; however, Library patrons are allowed one (1) local call, which will be dialed by Library staff.
2. Telephone calls, faxes, or printing made by Ontario Works patrons are free of cost and will be recorded in the logbook.
3. Library staff are to record long distance telephone calls and fax numbers. Personal calls must be kept to a minimum and staff must request permission from the CEO or designated staff to make long distance calls.
4. The Library requires pre-arrangement in order to use the Library telephone for an extensive amount of time (more than twenty (20) minutes) by patrons.

SECTION VII: Cell Phone Use

1. Patrons are reminded that cellular service may interfere with the work of Library staff, patrons, and wireless function.
2. Cell phones should be turned down, to vibrate, or silenced when in the building.
3. Should calls come in while working in the Library or at computer workstations, patrons should leave the building to take the call so as not to interfere with the work of others.

SECTION VIII: Community Use of Library Meeting Area

1. Schreiber Public Library supports the community use of the Library for the purposes of holding meetings, workshops, training sessions, etc.
2. Application for use of the Library by the public is made through the Library on the prescribed form. Library sponsored or co-sponsored events will have priority over other events.
3. The meeting area of the Library is not available for community use outside of regular Library hours due to limitations of Library staff and security.
4. Groups holding meetings on a regular basis must re-apply annually on the application form for this privilege.
5. At the present, there is no fee charged to the public for use of the Library for meetings.
6. Library equipment shall be available upon request on application.
7. Users must pay the full cost for repair for any damages to the facilities. The Library will take no responsibility for equipment and materials left in the building by groups.
8. Groups using the facilities are responsible for publicity.
9. Notice to cancel must be given to the Library twenty-four (24) hours in advance of the event.
10. The Library provides a forum for the expression of diverse ideas and opinions; however, use of the meeting area shall not be interpreted to constitute endorsement by the Schreiber Public Library Board of the Policies and beliefs of individuals and groups.