



# The City of Kawartha Lakes Public Library

Policy Number: LIB2015-01

<b>Policy Name:</b> <b>PATRON CODE OF CONDUCT POLICY</b>
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Developed By:	David Harvie, CEO	Date:	25 March 2015
		Adoption Date:	2 April 2015
Resolution #:	LIB2015-01	Effective:	29 May 2015
Review Cycle:	Once per Term	Last Reviewed Date:	

### POLICY STATEMENT AND RATIONALE:

The purpose of this policy is to provide a code of conduct for all patrons of the Kawartha Lakes Public Library that will ensure a positive library experience for everyone.

### SCOPE:

This policy shall apply to all City of Kawartha Lakes Public Library branches locations.

### DEFINITIONS:

In reading and interpreting this policy, the following definitions shall apply:

“Board” means the City of Kawartha Lakes Public Library Board;

“CEO” means the Chief Executive Officer of the City of Kawartha Lakes Public Library;

“Library” means the City of Kawartha Lakes Public Library;

“Patron” means any user, customer, volunteer or visitor to the City of Kawartha Lakes Public Library.

### POLICY, PROCEDURE AND IMPLEMENTATION:

#### 1.0 Responsibility

1.1. The Chief Librarian is responsible for the implementation of this policy through Library Staff.

#### 2.0 Code of Conduct

2.1. The Code of Patron Conduct is available as “Attachment A”

### 3.0 Implementation

- 3.1. Right to Enforce: Library employees are authorized to enforce the Code of Patron Conduct by the CEO. The Library reserves the right to revoke or restrict library privileges of any patron for behaviour contrary to the Code of Patron Conduct. In cases where voluntary compliance is not adhered to, the police may be called for assistance.
- 3.2. Verbal Warnings: In most cases, one verbal warning will be given to any person or group that violates the Code of Patron Conduct. However, no warning is required if, in the judgement of Library Staff, the behaviour in question: violates federal, provincial or municipal laws; or poses an immediate threat to the safety or well-being of other Library users or Staff. In cases where Library Staff believe that a criminal behaviour is occurring, they will immediately contact local law enforcement.
- 3.3. Loss of Library Privileges: Depending on the nature of the incident, Library Staff will exercise a progressive level of restrictions on patrons whom break the Code of Patron Conduct.
  - 3.3.1. One Day Expulsions: Library Staff may ban a patron for the remainder of the day, for minor infractions of the Code of Patron Conduct.
  - 3.3.2. One Week Expulsions: At the discretion of the CEO and on the recommendation of Library Staff, a patron may be banned for a week for repeated bad behaviour. In the case of a minor, the parents/guardians will be notified by telephone or letter.
  - 3.3.3. One Year Ban: At the discretion of the CEO and on the recommendation of Library Staff, a patron may be banned for a period of one year. A notice of trespass will be issued against the patron and all library borrowing privileges will be revoked.
  - 3.3.4. Life Time Ban: At the discretion of the CEO, a notice of trespass will be issued against a patron, for any criminal or violent behaviour, for an indefinite period of time. All library borrowing privileges will be revoked.
- 3.4. Notice of Trespass: These notices will be enforced at all locations of the Kawartha Lakes Public Libraries. Local law enforcement will be requested to serve the patron with the notice. Copies of the notice will be retained with the Library Administration Unit. A notation will be made on the patron's account of the notice and the account will be barred. See Attachment B for the Notice of Trespass Form.
- 3.5. Right to Appeal: Any patron has the right to petition the Library Board for reinstatement of library privileges. A request in writing for re-instatement must be made via the CEO. All decisions of the Library Board are final.

## Attachment A

### City of Kawartha Lake Public Library – Patron Code of Conduct

Date: April 2015

As a destination for information, recreation, inspiration and enrichment for all residents of Kawartha Lakes, the Library's Code of Conduct had been established to guarantee a safe and comfortable place for all.

At the Kawartha Lakes Public Library, we expect our patrons' conduct to be:

- Respectful of everyone, customers, visitors, staff and volunteers.
- Tolerant of other opinions and beliefs.
- Careful and considerate of Library property.
- Lawful
- Responsible

We expect every customer to:

- Dress appropriately.
- Attend to and supervise children in their care.
- Attend to personal belongings.
- Use library furniture, equipment and property properly and for only the intended purposes.
- Use washrooms only for their intended purposes.
- Leave the library promptly at closing time.

Examples of Behaviours which are not permitted include:

- Behaviour that disturbs others' use and enjoyment of the Library.
- Threatening, abusive, harassing, lewd or coarse language, behaviour or actions.
- Being under the influence/selling/using of alcohol and/or illegal substances.
- The use of tobacco or e-cigarettes anywhere in the Library or on Library property.
- Carrying or displaying weapons or implements which can be used as weapons.
- Damage or theft of Library materials.
- Use of communications devices such as a cell phone, laptops, etc. in a disruptive manner.
- Use of sports equipment in the Library.
- Photographing or filming in the Library without prior approval from staff.
- Posting notices, distributing circulars, canvassing, selling, soliciting or engaging in other commercial activity.
- Animals are not permitted in the Library with the exception of service animals or animals involved in library sponsored programs.



Kawartha Lakes  
Public Library  
190 Kent Street West  
Lindsay, Ontario. K9V 2Y6  
(705) 324-9411

**NOTICE**

**(Pursuant to the Trespass to Property Act)**

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You are hereby notified that you have acted improperly pursuant to the Rules and Regulations of the City of Kawartha Lakes Public Library Board.

This is a notice that you are forbidden entry to all Library Board Property pursuant to the Trespass to Property Act. Failure to comply may result in charges being laid under the above act.

This notice will be in effect of a period of:

One Year

Lifetime

City of Kawartha Lakes Public Library, dated \_\_\_\_\_.

David I. Harvie  
Chief Executive Officer

Served by: \_\_\_\_\_

CC: City of Kawartha Lakes Police Services

Ontario Provincial Police, Lindsay Detachment