



The City of Kawartha Lakes
Public Library

Policy Number: LIB2021-19

Policy Name: PATRON CODE OF CONDUCT POLICY

Developed By:	David Harvie, CEO	Date:	25 March 2015
		Adoption Date:	02 April 2015
Resolution #:	LIB2021-19	Effective:	29 May 2015
Review Cycle:	Once per term	Last Reviewed Date:	04 November 2021

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.

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

“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 CEO is responsible for the implementation of this policy through Library Staff.

2.0 Code of Conduct

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

3.0 Implementation

- 3.1 Right to Enforce: Library employees are authorized to enforce the Patron Code of Conduct by the CEO. The Library reserves the right to revoke or restrict library privileges of any patron for behaviour contrary to the Patron Code of 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 Patron Code of 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 may exercise a progressive level of restrictions on patrons whom break the Patron Code of 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.