

Policy Name:

PATRON CODE OF CONDUCT POLICY

Resolution #:	LIB2026-08	Date:	25 March 2015
Review Cycle:	Once per term	Adoption Date:	02 April 2015
		Effective:	29 May 2015
		Last Reviewed Date:	06 August 2026

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: For minor incidents or issues, 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: If police are required to remove an individual for a One Day Expulsion, the suspension is increased to one week.
 - 3.3.3 Three Month Expulsions: A notice of trespass will be issued for Three Months to an individual for any abusive, destructive or disruptive behaviour. In addition, when an individual has received 3 One Day Expulsions, the suspension on the third instance will be

for three months. A notice of trespass will be issued against the patron and all library borrowing privileges will be revoked.

3.3.4 Six Month Expulsions: A notice of trespass will be issued for Six Months to an individual for any lewd, criminal or threatening behaviour. A notice of trespass will be issued against the patron and all library borrowing privileges will be revoked. Individuals banned from library premises for longer than 3 months must make arrangements to speak to the Library Manager or Library Director/CEO before reinstatement of library privileges.

3.3.5 Indefinite Expulsions: An Indefinite trespass notice will be issued to an individual for physical or sexual assault or threatening violence with a weapon. A notice of trespass will be issued against the patron and 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 may 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.