

LONDON PUBLIC LIBRARY POLICY

Title: Rules of Conduct
Policy Type: Board Operational Linkage
Policy No: C-C-02

Issuing Date: October 27, 2016

Review date: October, 2020

PURPOSE: The purpose of this policy is to make London Public Library (LPL) a safe and enjoyable place for the public and Employees and to protect the Library's materials, equipment, buildings and property.

SCOPE: This policy applies to all members of the public, Employees and Volunteers using or accessing Library facilities in person or remotely.

DEFINITIONS:

Banning means a member of the public is not allowed to enter Library buildings or be on any Library property at any time or for any reason for the time period that the ban is in effect.

Illegal use of drugs means uses where substances whose production or use are against the law or strictly controlled by a doctor's prescription and are not being used as prescribed (for example, being sold.)

Library buildings means all branch locations of the London Public Library system, whether owned or leased.

Library property means land and buildings and anything attached to the land, such as a bench or shed. This includes the Hudson Bay Passageway of the Central Library and the alcoves beside the entrances to the Central Library on Dundas Street, as well as entrances and hallways at branch locations.

Weapon means any object, concealed or otherwise, which is made to cause injury or death to anyone (for example, a gun), or which can be used to injure or intimidate (such as a knife, or razor). Any item used to injure or intimidate will be considered a weapon.

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POLICY STATEMENT:

Everyone is welcome at London Public Library. The Library aims to provide a welcoming and safe environment for the enjoyment of the public, Employees and Volunteers as they use Library resources, services and spaces. Library Employees make every effort to apply the Rules of Conduct in a fair, dignified and positive way for the benefit of all.

London Public Library expects all patrons to:

- Act with respect and consideration for others at all times;
- Dress appropriately: shoes and shirts must be worn;
- Accompany and supervise children in their care;
- Use Library materials, furniture, equipment and spaces for their intended purposes and with consideration for others;
- Use public entrances and exits only and enter restricted and “Employee only” areas with the permission of Employees;
- Open all bags, purses, and carrying cases for inspection if requested by Employees or Security;
- Drink covered beverages and eat light snacks in designated areas only;
- Obey copyright laws, licensing agreements, and other intellectual property rights; and
- Follow the laws and regulations of Canada and the Province of Ontario.

Examples of behaviours and activities which are not permitted include:

- Behaviour or language that is abusive, obscene, harassing, threatening, including that which is racially or ethnically motivated;

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- Disruptive behaviours, including making excessive noise, running, using skateboards, rollerblades, bicycles or other sporting equipment inside the Library;
- Carrying, displaying or using weapons;
- Vandalism or theft or attempted theft of Library property or others' belongings;
- Consuming, using or selling alcohol or illegal drugs on Library property;
- Visible intoxication by alcohol or drugs;
- Smoking or using e-cigarettes inside Library buildings or on Library property within nine metres of any building door;
- Using cell phones or other technology in a way that disturbs others;
- Photographing, filming or recording of any kind without the approval of Library Employees;
- Canvassing, petitioning, soliciting, selling goods, distributing or posting materials on Library property without approval of Library Employees;
- Bringing animals inside Library buildings or within three metres of any entrance door, with the exception of registered service animals or animals featured in approved programs;
- Refusing to leave the Library promptly at closing time and when requested to do so in emergency situations; and
- Loitering on Library property at any time.

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Consequences of Not Following the Rules of Conduct

Any member of the public who does not follow this policy may lose Library privileges, be banned from Library property for a period of time, be required to pay for losses or damages, and/or be prosecuted under the law.

Library Employees or Security will contact the police for assistance when illegal activity occurs.

Accountability

Accountability for application of this policy is vested in the office of the CEO & Chief Librarian by the London Public Library Board (the "Board"). The CEO & Chief Librarian may delegate this responsibility to qualified and knowledgeable Employees.

The CEO & Chief Librarian will:

- Establish guidelines to apply different levels of suspension of Library privileges through banning; and
- Maintain and review documentation when patrons do not abide by this policy.

Accountability for the setting of this policy resides with the Board. The Board will ensure that the:

- Board policy is applied;
- CEO & Chief Librarian develops and applies operations level policies, processes, procedures and guidelines; and
- CEO & Chief Librarian acts appropriately in the appeals process.

Appeals

A member of the public who has a concern about the way this policy is carried out, including a suspension of Library privileges, may ask Library Administration to review the decision.

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A member of the public may request that the matter be referred to the office of the CEO & Chief Librarian. The final decision rests with the CEO & Chief Librarian.

A member of the public with concerns about this policy may address the LPL Board through the delegation process.

Confidentiality of Personal Information

All personal information held by LPL is protected by the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA) and related LPL policy, *Access to Information and Protection of Privacy Policy*.

BACKGROUND:

INQUIRIES:

Director, Customer Services and Branch Operations

Manager, Customer Services and Branch Operations

KEYWORDS:

Conduct
Behaviour
Safety

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RELATED DOCUMENTS:

Banning Policy

Charter of Library Use:

Technology Use Policy

Internet Use Policy

Unattended Children Policy

Lending Services Policy

Smoke-Free Policy

DOCUMENT CONTROL:

Replaces Guiding Principles for Working Relationships

Approved: October 26, 2005

Reviewed: June 14, 2012 (L12/40.1)

Reviewed: October 27, 2016 (L16/50.1)