



City of
Peterborough

To: Peterborough Public Library Board of Trustees

From: Jennifer Zoethout, Library Manager/CEO

Meeting Date: May 26, 2015

Subject: Report PPL15-011
Code of Conduct Policy Review & Procedures

Purpose

A report to advise the Peterborough Public Library Board of matters concerning the Library Code of Conduct.

Recommendation

That the Peterborough Public Library Board approve the recommendation outlined in Report PPL15-011 dated May 26, 2015 of the Library Manager/CEO as follows:

That the revised Rules of Conduct Policy for the Peterborough Public Library, be approved.

Budget and Financial Implications

There are no budgetary or financial implications.

Background

The Board asked the Library Manager/CEO to update the Code of Conduct Policy and provide written procedures for the implementation of the policy.

Attached to this report for information, Appendix 1, is the original 2003 Rules of Conduct document. The proposed changes are contained in Appendix 2.

Submitted by,

Jennifer Zoethout
Library Manager/ CEO

Contact Name:
Jennifer Zoethout
Library Manager/CEO
Phone: 705-745-5382, Ext. 2380
Fax: 705-745-8958
E-Mail: jzoethout@peterborough.ca

Appendix 1 - 2003 Rules of Conduct
Appendix 2 - Proposed 2015 Code of Conduct Policy

Appendix 1- 2003 Rules of Conduct

RULES OF CONDUCT Peterborough Public Library

Our library is a unique gathering place for the promotion of literacy, life-long learning and the exchange of ideas. We welcome people of all ages and abilities, and support their reading and learning efforts. As a public library, we respect your individual rights, while recognizing that they must be balanced with the rights of others, including library staff. To ensure a happy, healthy and safe environment for everyone in the library,

You should:

1. **Follow the policies and procedures** that have been developed for the fair and consistent delivery of our services.
2. **Directly supervise children** or adults in your care.
3. **Dress in a publically acceptable manner**, including both clothing and footwear.
4. **Advise library staff or any inappropriate activity** or violations of the Rules of Conduct that you witness.

You should not:

1. **Damage, destroy, steal, alter or misuse any library material** or property (or that of patrons or staff).
2. **Smoke inside library premises** or within 10 meters of the library entrances.
3. **Harass, harm, threaten or abuse** library patrons or staff.
4. **Yell, swear, intimidate, argue, fight**, or engage in any form of behavior, language or noise that disrupts regular library operations.
5. **Use library computers to access inappropriate, offensive or illegal material.**
6. Possess or use alcohol (except during licensed events) or controlled substances **on library premises.**
7. **Use cell phones, pagers, radios,[cassette players] or electronic devices without earphones** in a disruptive way inside the library.
8. **Solicit, sell or engage in any commercial activity**, or distribute circulars or petitions, on library property, without the express permission of the Board.
9. **Take library materials in the public washrooms, or use the washroom for bathing, shaving, or washing clothes, or any other inappropriate or illegal activities.**
10. **Exhibit personal hygiene** which is offensive and/or a health risk to others.
11. **Bring animals**, other than assistive animals, into the library, or leave animals unattended at library entrances.
12. **Use skateboards, scooters, or rollerblades** on library property.
13. Sleep for prolonged periods, or **loiter or congregate** in groups **in a disruptive or threatening way.**
14. **Engage in any activity**, or bring anything into the library, **which risks health, safety or property.**
15. **Behave in an indecent, violent or illegal manner.**

Consequences

Depending on the severity and frequency of the violation, the Library may:

- **Request proof of identity**
- **Inspect your bags, briefcase, purses, etc**
- **Request you to stop the inappropriate activity**
- **Take away relevant library privileges**
- **Fine you for repairs/ replacement costs**
- **Ban you from the library property**
- **Advise appropriate authorities**
- **Pursue legal action**

Authority: Public Libraries Act, Trespass to Property Act, Criminal Code of Canada

Board approval: February 25, 2003

Review date: February 2005

Appendix 2: Proposed 2015 Code of Conduct Policy



**Peterborough Public Library
Code of Conduct Policy**

Department	Community Services	Effective Date	June 1, 2015
Division	Arts Culture & Heritage	Approval Level	Library Board
Section/Facility	Public Library	Policy #	PPL2015 - 2

1) Purpose

The primary purpose of the Code of Conduct policy is to provide direction to library patrons and staff on appropriate behavior on library property.

2) Application

- a) This policy and related procedures apply to:
- all library patrons
 - all persons on library property

3) The Policy

Our library is a unique gathering place for the promotion of literacy, life-long learning and the exchange of ideas. We welcome people of all ages and abilities, and support their reading and learning efforts. As a public library, we respect your individual rights, while recognizing that they must be balanced with the rights of others, including library staff. To ensure a happy, healthy and safe environment for everyone in the library,

Please:

- Follow the policies and procedures that have been developed for the fair and consistent delivery of our services.
- Directly supervise children or adults in your care.
- Dress in a publically acceptable manner, including both clothing and footwear.
- Advise library staff of any inappropriate activity or violations of the Rules of Conduct that you witness.
- Be polite and civil to library staff and other patrons.

Thank-you for not doing the following:

- Damage, steal, and misuse any library, staff, or patron property.
- Engage in any form of behavior that is disruptive, or prevents other patrons from enjoying the library.
- Use library computers to access pornography, or other inappropriate sites.
- Possess, be under the influence of, use alcohol (except during licensed events) or controlled substances on library premises.
- Use electronic devices without earphones in a disruptive way inside the library.
- Solicit, sell, or engage in any commercial or illegal activity.
- Take library materials in the public washrooms, and/or use the washroom for bathing or washing clothes.
- Exhibit personal hygiene which is offensive and/or a health risk to others.
- Bring animals, other than assistive animals, into the library, or leave animals unattended at library entrances.

Consequences

Depending on the severity and frequency of the violation, the Library may:

- Request proof of identity
- Inspect your bags, briefcase, purses, etc
- Request you to stop the inappropriate activity
- Take away relevant library privileges
- Fine you for repairs/replacement costs
- Advise appropriate authorities
- Pursue legal action
- Ban you from the library property

4) Procedure

Patron(s) will be asked to stop violating the Code of Conduct immediately. If they do not, they may be asked to leave the library at the discretion of staff. A copy of the Code of Conduct will be given to them, with the infraction highlighted.

For some lesser infractions, the patron(s) may be asked not to return to library property for one day up to a maximum of one week.

Banning

The library reserves the right under the *Trespass to Property Act*, and the *Criminal Code of Canada* to bar individuals from library property who repeatedly violate the Code of Conduct, and/or are a danger/ disruptive to library staff/operations, and patrons.

Patron(s) who have been reprimanded for Code of Conduct violations three times will be banned from Library property for a period of two months. If the violation is severe,

the period may extend to one year. If patron(s) are banned for one year, they must apply to the Library Manager/CEO for admission back to the library.

Patrons may ask for reconsideration in writing to the Library Manager/CEO if they feel the ban is unjust.

5) Amendments/Review Date

Date	Section # Amended	Comment
2015-06-01	1 - 3	Board approved original policy on February 25, 2003
2020-06-01		Review

Authority: *Public Libraries Act, Trespass to Property Act, and Criminal Code of Canada*