



Policy Type:	Operational	Policy Number:	OP-05
Policy Title:	Conduct of Patrons	Initial Policy Approval Date:	June 20, 2007
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The Mississippi Mills Public Library provides free and equitable access to services in a welcoming and supportive environment that is free from discrimination and harassment.

The rules set out here are intended to ensure the dignity and safety of the public and the staff, and to maintain the security of library property without disruption to library service. The mandate to set such rules is given under the *Public Libraries Act*, Section 23 (4), which states that the Library Board may make rules:

- (a) for the use of library services
- (c) for the exclusion from the library of persons who behave in a disruptive manner or cause damage to library property
- (e) suspending library privileges for breaches of the rules
- (f) regulating all other matters connected with the management of the library and library property

Within this context, our top priority is to ensure a positive experience for our Library users while in the Library. **Please:**

Be respectful of others.

- Follow all mandated health recommendations.
- Speak and work at a soft volume.
- Set your mobile device to vibrate or mute.
- Follow the Internet Services Policy while using the Internet.
- Refrain from foul, abusive, or discriminatory language or actions.
- Respect the sensibilities of others when viewing materials in the Library.
- Bring in only registered guide or service animals.
- Obtain permission from the Library to distribute literature or post materials on Library property. Solicitation is not permitted in the Library.
- Get permission of people in photos or videos you are taking. Parents or guardians must provide permission for children.
- Respect others with sensitivities to scents, and limit the use of scented products.
- Wear proper clothing and footwear.
- Report disruptive behaviour to a Library employee.

Be respectful of Library property.

- Use the Library's materials, computers, equipment, and furniture with care.
- Throw out or recycle your garbage.
- Keep aisles, corridors, and spaces around you clear so that others can easily access them.
- Park bicycles, scooters, and small recreational motorized vehicles outside the Library. Small items such as skateboards or roller blades may be brought in but may not be used inside the Library or near the entrance.

Be safe.

- Keep your belongings with you as the Library is not responsible for lost items.
- Leave the building in case of fire, fire drills, or other emergencies.
- Follow the instructions of Library employees or security staff.

Section 1: Code of Conduct – Exclusion and Appeals

The policy outlines Code of Conduct for the Mississippi Mills Public Library. We ask that you respect this Code of Conduct and follow all Library policies. Employees will make every effort to apply these policies in a fair, dignified, and consistent manner for the benefit of everyone. Anyone choosing to disrespect the policies of the Library and refusing to modify behaviour will be asked to leave. Staff will inform the person of how he or she violated the Library's Code of Conduct, and will take some or all of these actions: suspension of Library privileges, exclusion from the Library for a specific period of time, exclusion on the basis of the Ontario *Trespass to Property Act*, cost-recovery charges, and/or prosecution.

Section 2: Suspension of Library Privileges

1. The CEO/Chief Librarian may at any time suspend the privileges of a patron who breaches Library rules or participates in illegal behavior. In the absence of the CEO, the senior staff member present at the Branch where an infraction occurs may suspend a patron until the CEO or Deputy CEO is available to consider the matter.
2. Patrons who have had their Library privileges suspended may not have access to the Library facilities or services.
3. The length of suspension for:
 - a) a breach of Library rules (conduct abuse), will be between one day to one month
 - b) repeated breaches of Library rules (conduct abuse) will be up to three months
 - c) abusing staff or patrons, damaging or destroying Library property or any illegal behavior (criminal code behaviour), will be up to six months
 - d) A person has a right to appeal a letter of exclusion or extension of an exclusion, in writing, during the period of exclusion

Section 3: Staff Intervention on behalf of Children

1. Staff is expected to intervene on behalf of children in difficult situations. Particular care must be taken to ensure a supportive environment for the child.
2. Staff will not under any circumstances drive a child home.
3. Staff will attempt to contact the parent(s)/guardian(s) of abandoned children or children left unattended in or about the Library premises. The Children's Aid will be notified if the parent(s)/guardian(s) cannot be reached.
4. Staff will inform Children's Aid or police of any suspected child abuse.

RELATED DOCUMENTS

- Governance documents referenced in this policy
- Mississippi Mills Public Library Policies
- Ontario Library Service, Trillium Public Library: Sample Policies