

Policy Title:	User Expectations
Policy Type:	Public Service
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Policy Authority:	Board
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PURPOSE

The purpose of this policy is to enhance the comfort and safety of those using Clarington Public Library, Museums and Archives (“CPLMA”) space, to protect CPLMA property and to ensure that a visit to CPLMA is a positive experience.

It also provides a guideline that will support staff when managing member behaviour; when member behaviour contravenes CPLMA policies, infringes on the use and enjoyment of others, interferes with CPLMA operations, endangers staff and/or members, results in abuse to CPLMA property, and/or contravenes the *Criminal Code of Canada*. This Policy also outlines the consequences a member may expect, which may vary depending upon the nature, severity, and repetitiveness of member behaviour.

POLICY

The essential behavior for those utilizing CPLMA property is to be considerate of others.

1. Threatening, abusive, discriminatory or harassing language or conduct of any kind is not allowed.
2. Damage, misuse, or theft of CPLMA materials, equipment or property is not allowed.
3. Interfering with designated use of computers and network is also not allowed.
4. Disruptive or intrusive behavior is not allowed.
5. Members of the public may not make requests for service based on prohibited grounds of discrimination under the Human Rights Code.
6. Children requiring supervision must not be left unattended on CPLMA premises.

7. Members of the public may only use authorized entrances and exits and are not allowed in “Staff Only” areas without permission.
8. Members of the public must open all bags, books, and papers for inspection if requested by staff.
9. CPLMA materials may not be taken into washrooms.
10. Posting notices, distributing circulars or petitions, soliciting, or engaging in any commercial activity on CPLMA property must not be conducted without approval from the Chief Executive Officer or designate.
11. Photographing, filming or video recording on CPLMA property must not be conducted without approval from the Chief Executive Officer or designate.
12. Members of the public must wear shirts and shoes and other appropriate attire.
13. Use of sports equipment is not allowed in library branches and museum sites.
14. Animals are not permitted in CPLMA buildings, except in authorized programs or when needed to assist a person with a disability.

Any behaviour that does not support a welcoming environment and/or violates any of the above Rules of Conduct may result in cost-recovery charges, suspension of CPLMA privileges, exclusion from CPLMA property and/or criminal charges.

When managing member behaviour, staff should follow the below procedures:

1. Assume positive intent of all CPLMA members until they exhibit unacceptable behaviour through staff observation or through member complaint;
2. Be cognizant of both your and the member’s body language. Demonstrate supportive body language to increase the chance of defusing a hostile situation;
3. When approaching a member exhibiting unacceptable behaviour, staff should first introduce themselves and ask for the member’s name. Staff should then explain the CPLMA policy and address the unacceptable behaviour.
4. Allow the member to vent and demonstrate active listening;
5. Respond to the member in a calm manner and voice, being cognizant of your own paraverbal communication (tone, volume and cadence);
6. Show empathy to the member;
7. Avoid power struggles with the member and decline invitations to argue;
8. Do not use physical force or touch the member;
9. Take threats seriously and seek assistance from another staff member or supervisor if the situation escalates;

10. Call police at 911 (or have another staff call) if there is any concern about staff or public safety;
11. Always leave an escape route that allows one to exit the situation without being blocked by a member;
12. Complete an incident report with all relevant and appropriate information. Ensure that all information is collected and recorded about all persons involved in the incident, including members and emergency services;
13. Ensure the completed incident report is saved and distributed appropriately.

Senior Staff Responsibilities

In dealing with a non-emergency issue, all staff including those working at branch locations and museum sites should consult the senior staff working at that location – senior staff being defined first by job classification, then full/part-time and then by length of service.

While all staff have a responsibility to maintain order and safety in library branches and museum sites, senior staff should be called upon when dealing with escalated member behaviour and when follow-up action is required such as coordinating staff actions, filing a more complicated incident report involving information from several staff, making recommendations, and/or communicating with Management.

The senior staff will decide if it is necessary to contact the Chief Executive Officer or other management staff.

Letters of Trespass

To ensure that Members respect CPLMA use expectations, it is necessary to introduce consequences that will vary with the severity and the repetitiveness of the unacceptable behaviour. One of the consequences may be the exclusion of the individual from the library and museum premises in accordance with the Trespass to Property Act, R.S.O. 1990, c. T. 21.

The length of the exclusion should reflect the severity of the unacceptable behaviour (see guidelines below). For any exclusion longer than one (1) day, Library Management will issue a formal letter of trespass.

Letters of trespass may range from one (1) month to one (1) year, depending on the severity and repetitiveness of the unacceptable behaviour. The aim is to exclude the person for as long as it will take to correct the behaviour and to prevent future incidences of the same behaviour. Repetition of any unacceptable behaviour will lead to subsequently longer periods of exclusion. These letters may be signed and issued immediately by senior staff as needed.

Guidelines for Length of Exclusion

The following is a guideline of unacceptable behaviour and corresponding length of time of exclusion. These are guidelines only and staff need to utilize their professional judgment and evaluate situations on a case by case.

Type of Unacceptable Behaviour/Offence	Length of Exclusion
<ul style="list-style-type: none"> • First misuse of CPLMA equipment • First viewing of inappropriate material on Internet/Internet misuse • First noisy/disruptive behavior (incident report optional at warning stage) • First unattended children in the library and museum – warning should be given to the parent/guardian • The person will be warned that continued behaviour may result in a longer length of exclusion 	Warning
<ul style="list-style-type: none"> • First verbal abuse of staff and/or other CPLMA members, • Second misuse of CPLMA equipment • Second viewing of inappropriate material on Internet/Internet misuse • Second noisy/disruptive behavior • The person will be warned that continued behaviour may result in a longer length of exclusion 	Same day
<ul style="list-style-type: none"> • Second verbal abuse of staff and/or other CPLMA members • Third viewing of inappropriate material on Internet/Internet misuse • Third incident of noisy/disruptive behaviour 	1 month
<ul style="list-style-type: none"> • Third verbal abuse of staff and/or other CPLMA members • Fourth Viewing of inappropriate material on Internet/Internet misuse • Fourth incident of noisy/disruptive behaviour 	3 months
<ul style="list-style-type: none"> • Fourth verbal abuse of staff and/or other CPLMA members 	6 months
<ul style="list-style-type: none"> • First willful damage and/or vandalism of library equipment, materials, and/or property • First theft and/or other illegal activity • First sexual misconduct including indecent exposure • First violent or threatening violence behavior to staff or other library members 	6 to 9 months Criminal charges may be laid

<ul style="list-style-type: none"> • Fifth verbal abuse of staff and/or other CPLMA members • Fifth viewing of inappropriate material on Internet/Internet misuse • Fifth incident of noisy/disruptive behavior 	<p>9 months</p>
<ul style="list-style-type: none"> • Second willful damage and/or vandalism to library equipment, materials, and/or property • Second theft and/or other illegal activity • Second sexual misconduct including indecent exposure • Second violent or threatening violence behavior or other library members 	<p>1 year</p> <p>Criminal charges may be laid</p>