



Policy Name:	Patron Conduct Policy		
Section:	System	Effective Date:	July 5, 2001
Motion Number:	19-73	Reviewed Date:	November 28, 2019
Policy Number:	SYS-11	Next Review Date:	September 2025

Purpose

The Barrie Public Library is committed to providing inclusive, and welcoming spaces where the community comes together. This policy applies to visitors in all Library spaces: on Library property, in the community, on the phone, or electronically.

Visitors to the Library have the right to equal treatment without discrimination or harassment based on gender identity, gender expression, sexual orientation, race, colour, ethnic origin, creed, disability and all other grounds set out in the Ontario *Human Rights Code*.

Policy

While Visiting the Library

Everyone wants to enjoy the Library as much as you do. To ensure a positive experience for everyone, during your visit:

- Respect others
- Be considerate of the tone and volume of your conversations
- Take responsibility for those in your care
- Dress appropriately for a public space, including wearing tops, bottoms and footwear
- Tidy up after yourself and use furniture, equipment and spaces for their intended purposes
- Keep all personal items with you. The Library is not responsible for lost, stolen, or damaged personal property
- Remember, we all share the air. Strong scents can negatively impact others
- Exit the Library promptly at closing or in the case of an evacuation
- Only registered and well-behaved support or service animals are allowed in the Library
- Report disruptive behavior to Library staff members or security
- Enter and leave the Library via designated public entrances
- Library staff members or security may inspect bags or other personal belongings

Unacceptable Behaviour

Any behavior or activity that impedes use of Library spaces is unacceptable. These behaviours and activities include, but are not limited to:

- Disruptive, abusive, insulting, lewd, harassing and threatening behavior toward patrons and staff members
- Use and/or possession of alcohol, cannabis, illegal drugs, drug or alcohol paraphernalia and containers
- Using the Library while under the influence of alcohol or drugs
- Sleeping
- Smoking and vaping
- Theft and vandalism
- Posting notices, soliciting and engaging in commercial activities without approval

- Printing and photocopying that does not comply with the *Canadian Copyright Act*
- Possession of weapons of any kind
- Photographing, filming or recording staff members and visitors on library premises without approval or consent
- Trespassing while under an active Notice of Trespass
- Soliciting and panhandling

Suspension of Library Privileges

Anyone choosing to breach or disrespect Library policies and refusing to modify behaviours or activities will result in a suspension of library privileges. Suspended individuals will not have access to Library facilities, property, services and resources for the duration of the suspension.

Suspensions are imposed at the discretion of the Library. Suspended individuals will be informed of how they violated Patron Conduct Policy and suspensions will be based on the severity of the breach as follows:

One Day Suspension

- Minor breach of Library rules

Three Month Notice of Trespass

- Major or repeated breaches of the Library's Patron Conduct Policy
- Repeated breaches will result in progressive extensions to the Notice of Trespass

Six Month Notice of Trespass

- Illegal behaviour, abuse of staff members or visitors, damage to Library property
- Repeated breaches will result in progressive extensions to the Notice of Trespass

Appeals to Notice of Trespass

- Appeals to a Notice of Trespass must be sent to the Library in writing, to the attention of the Chair of the Library Board at least one week prior to the Library Board meeting. Board meeting details can be found on the Library website or by phone.
- All appeals must include the appellant's full name and mailing address
- The Board may appoint a designate to review the appeal
- Decisions to appeals will be delivered in writing and all decisions of the Board are final
- Notices of Trespass are active until the expiration date. During the appeal process, if the appellant accesses Library property, their appeal will become void.

Reinstatement of Library Privileges

- Upon expiration of a Notice of Trespass, suspended individuals may be required to review the Patron Conduct Policy, with a Library staff member, before privileges are reinstated