

Policy Title:	User Expectations
Policy Type:	Public Service
Policy #:	PS 07
Policy Authority:	Board
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PURPOSE

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

It also provides a guideline that will support staff when managing member behaviour; when member behaviour contravenes CLMA policies, infringes on the use and enjoyment of others, interferes with CLMA operations, endangers staff and/or members, results in abuse to CLMA 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 CLMA property is to be considerate of others.

1. Be respectful of the space, staff and other members through the use of respectful language and behaviour
2. Treat CLMA property with respect. Please take care of materials and property so they may be shared by all. Please use resources and spaces for their intended purpose to create a positive experience for everyone.
3. Follow CLMA policies and procedures, they have been created to ensure fair use of spaces and resources.
4. Be responsible for those in your care and supervise all persons for whom you are responsible
5. Service animals are welcome at the CLMA. Please leave other animals in your care outside or in a safe place.
6. Photographing, filming or video recording CLMA property for personal property is permitted, but not of staff or members of the public. Consent by the Chief

Executive Officer (CEO) or designate is required to film or photograph any people inside of the library and museum.

7. Use of alcohol, tobacco, cannabis, or illegal substances is not permitted in any CLMA locations
8. Members of the public must open all bags, books and papers for inspection if requested by staff.
9. Respect the space. Bicycles, shopping carts and similar items are not permitted inside CLMA locations.

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 CLMA privileges, exclusion from CLMA property and/or criminal charges.

Letters of Trespass

If a member of the public does not support a welcoming environment or violates our Code of Conduct, they may be removed 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 reflects the severity of the unacceptable behaviour (see guidelines below). For any exclusion longer than one (1) day, Management will issue a formal letter of trespass.

Letters of trespass may range from one (1) day to permanent, depending on the severity and repetitiveness of the unacceptable behaviour. The aim is to ensure a safe environment. 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.

A person has a right to appeal an exclusion greater than three (3) months, in writing, to the CEO within 10 business days of a letter of trespass being issued. Upon receipt of the decision of the CEO, the person may further appeal to the Library Board, in writing within 10 business days of receiving the decision. The decision of the Board is final and there are no further steps to be taken in the appeals process.

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 basis.

Level 1:

- Abusive language of any kind, including verbal assault
- Viewing of pornography on public computers or personal devices while in the space

- Behavior that risks injury or damage.
- Continuous disruptive noise or behavior.
- Failure to follow CLMA policies.
- Willful misuse of emergency exits.
- **Actions:**
 - 1 verbal warning
 - Incident report reviewed and signed by Management
 - Suspension applied for remainder of the day if behavior persists
 - If deemed necessary, particularly for a repeated offense, ban from CLMA for seven (7) days

Level 2:

- Repeated Level 1 offenses.
- Smoking, consumption of illicit substances and/or consumption of alcohol
- Willful damage to the buildings, furniture, technology, or materials.
- **Actions:**
 - Incident report reviewed and signed by Management
 - Suspension applied for thirty (30) days to six (6) months as determined by the Chief Executive Officer or designate
 - Terms of suspension are outlined in a Letter of Trespass
 - Customer mailed invoice for full extent of damages

Level 3:

- Repeated Level 2 offenses
- Harassment of staff or customers
- Police are called
- **Actions:**
 - Incident report reviewed and signed by Management
 - Suspension applied for six (6) months to one (1) year by the Chief Executive Officer or designate
 - Terms of suspension are outlined in a Letter of Trespass
 - Customer mailed invoice for full extent of damages

Level 4:

- Criminal Code violations that include but not limited to:
 - Sexual assault
 - Physical assault
 - Carrying a concealed weapon
- **Actions:**
 - Incident report reviewed and signed by Management
 - Suspension applied for minimum of one (1) year to permanent suspension as determined by the Chief Executive Officer or designate
 - Terms of suspension are outlined in a Letter of Trespass
 - Customer mailed invoice for full extent of damages