

Ontario Public Library

Interim Policy 4002.2

ENFORCEMENT OF PUBLIC SAFETY CODE

The purpose of suspending patron and/or visitor access, hereafter called banned or banning, is to address the inappropriate behavior of a person and to remove the individual from the Library where members of the public and staff are affected.

Library staff are authorized to ban library access for violations of the Ontario Public Library Public Safety Policies (P4002, P4002.1). Library staff reserve the right to ask a person(s) to leave the library for any reason.

Depending on the severity of the misconduct, enforcement of violations may take the form of any of these consequences: Warning, Banned, Calling the Police. On-duty staff shall determine immediate and implement any of these consequences at any time, including an immediate ban from the library premises.

Banning People from Entering the Library

Staff shall inform the banned patron they are forbidden from entering the Library. Ignoring such statement shall be considered trespass. The Library staff reserves the right to call the police and take legal action.

Disruptive Behavior

Staff should stay alert to happenings in the library at all times. While the staff cannot be everywhere and see everything, staff should react quickly to patron behavior.

To do this, staff should:

- Be aware of people in the library space
 - Clerks should check the library space—while other staff work at the Circulation Desk.
- Staff can approach visitors who appear to need assistance or may become disruptive.
- Be visible to visitors. Disruptive behavior may be deterred by staff visible presence.

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Dealing with Disruptive Behavior: Procedures

1. Address the disruptive person(s) in a friendly and calm manner. Identify yourself as a library employee.
2. Do not touch the person.
3. Discuss the issue with the person away from others in the library, if possible.
4. The staff member can give a copy of the library's written policy to the patron if needed.
5. If the patron refuses to leave the library after being asked to so, or becomes abusive or aggressive,
 - a. Push the panic button or call 911,
 - b. report a disruptive patron.
6. When the police arrive, following their action with the person of concern, ask the police to escort the person from the Library and the Town property.
7. Staff shall inform the Director or her designee of the incident as soon as possible.
8. The Town Code Enforcement Officer or Town Supervisor shall be contacted as appropriate.

This interim policy is adopted for immediate enforcement. The Trustees shall further review and/or revise the policy by no later than May 31, 2023. Should no replacement policy be adopted before the expiration date of the interim policy, the earlier policy dated 21 September 2021 shall again become effective.