

Report to/Rapport au :

**OTTAWA PUBLIC LIBRARY BOARD
CONSEIL D'ADMINISTRATION DE LA BIBLIOTHÈQUE PUBLIQUE D'OTTAWA**

**March 17, 2014
Le 17 mars 2014**

**Submitted by/Soumis par :
Trustees Bergeron and Langlois / Administrateurs Bergeron et Langlois**

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Ref N°: OPLB-2014-0026

SUBJECT: Ad-Hoc Working Group on Safety & Security Report

OBJET : Rapport du groupe de travail ad-hoc de la sûreté et sécurité

REPORT RECOMMENDATION

That the Ottawa Public Library Board receive the report from the Ad-Hoc Working Group on Safety and Security; and

That the Board approve the revised Customer Code of Conduct.

RECOMMANDATION DU RAPPORT

Que le conseil de la Bibliothèque publique d'Ottawa prenne connaissance de ce rapport soumis par le group ad-hoc de la sûreté et sécurité; et

Que le C.A. approuve le code de conduite des clients révisé.

BACKGROUND

Last summer, library management responded to a board inquiry relating to safety concerns in select library locations. At its September 2013 meeting, the Library Board

struck an Ad-Hoc Working Group to review safety and security issues at the library, on a broad scale. The Working Group consisted of Vice-Chair Bergeron; Trustee Langlois; Monique Désormeaux, Division Manager, Corporate Services; and, Philip Robert, Manager, Main Branch. The Working Group was supported by Jacques Levesque of Transform Consulting.

DISCUSSION

The Working Group began by reviewing the legal context governing safety in the library (i.e. the Occupational Health and Safety Act, 2010), the library's threat and risk analysis report, and a five-year summary of the types of incidents occurring in library facilities. The Working Group determined much work had already been accomplished to ensure that the library is a safe place to enjoy and work for customers and employees alike. Nonetheless, given recent incidents, the Working Group believed it could strengthen a safe library experience by reviewing and revising the Library's Customer Code of Conduct, which was slated for review in May 2015.

As such, the Working Group set the following goals:

1. Review the Customer Code of Conduct;
2. Consider developing a Customer Bill of Rights;
3. Develop guiding principles that define a safe library experience (both in-branch and virtual); and,
4. Review all Board policies in relation to 1-3 above and recommend revisions as required.

The Working Group sought information from public libraries across North America as well as that of local partners, to better understand how others deal with safety issues, and to seek out examples of customer codes of conducts and customer bill of rights. Building on these best practices, the Working Group proposes a revised Customer Code of Conduct, which has been reframed to:

- Highlight within the preamble of the Code of Conduct, the need to respect library policies or risk suspension of library privileges, cost-recovery charges, and/or prosecution.

- Provide greater clarity with respect to where the Code of Conduct applies (i.e. everywhere the library conducts its business, whether on library property, out in the community, or on the library's website)
- Provide value statements:
 - Be respectful of others
 - Be respectful of library property
 - Be Safe
- Further refine each value statement so that expectations with respect to acceptable behaviour are clearly defined.
- In addition, a statement regarding the need to respect the Library's Public Network Access policy was emphasized.

The Working Group determined that a Customer Bill of Rights was not required and given the continued Governance review and refresh of Board related library policies, it was decided to postpone the review of Board policies in relation to the revised Customer Code of Conduct. The Working Group recommends the revised Customer Code of Conduct be approved by the Board.

CONSULTATION

The Ad-Hoc Working Group consulted with public libraries across Canada and the United States as well as the Chair of the Library Board. The Draft Customer Code of Conduct was also reviewed with library managers for validation and ability to implement.

LEGAL IMPLICATIONS

There are no legal implications associated with this report.

RISK MANAGEMENT IMPLICATIONS

It is believed that a revised Customer Code of Conduct will help to further mitigate risk across the library's 33 locations, as well as all other locations in which the library conducts its business

ACCESSIBILITY IMPACTS

There are no accessibility impacts associated with this report.

TECHNOLOGY IMPACTS

There are no technology implications associated with this report.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

BOARD PRIORITIES

The report aligns with OPL Board Strategic Direction B. Places and Spaces that are Vital, Welcoming Community Hubs.

SUPPORTING DOCUMENTATION

Document 2 Customer Conduct (formerly Library Dos and Don'ts) Position Statement, May 9, 2011

DISPOSITION

Upon approval, a communications plan will be rolled out to both employees and to customers. Internally, a blog post will appear on the Library's Intranet (Agora), managers will review the Code of Conduct with employees. Employees will also see materials provided for each location to raise customer awareness, including on the bookmobile or "pop-up" library locations. Externally, the Library will:

- update the Library Card Owner's Manual distributed to new customers upon registration
- update appropriate signage in meeting rooms and elsewhere in the library as appropriate
- highlight key statements in a positive fashion on branch digital signage
- post information on the Library's website
- and once customers are technologically able to update their cards online, ensure that customers must read and click their consent to abide by the Customer Code of Conduct, similar to what is currently done when customers log onto work stations and must click through acknowledgment and understanding of the Public Internet Access Policy.

ATTACHEMENT

Revised Customer Code of Conduct

REVISED CUSTOMER CODE OF CONDUCT

Welcome to the Ottawa Public Library. Our goal is to ensure that everyone has a good experience when using the library, whether in person or virtually.

Everyone has the right to enjoy the services of the Ottawa Public Library (OPL) without disturbance. Our commitment to customers and employees is to deliver excellent service in an environment of mutual respect and courtesy, creating a pleasant and safe atmosphere conducive to both life-long learning and the creative use of leisure time.

The Customer Code of Conduct encourages behaviour that supports the library's mission. It **applies** everywhere the library conducts its business, whether on library property, out in the community or through our website, BiblioOttawaLibrary.ca.

We ask that you respect the Customer Code of Conduct and abide by all library policies. Employees make every effort to apply these rules in a fair, dignified, and positive manner for the benefit of all. At the sole discretion of the library, anyone choosing to disrespect the policies of the OPL and refusing to modify behaviour will be asked to leave. This could result in suspension of library privileges, cost-recovery charges, and/or prosecution.

We ask your cooperation in maintaining a welcoming environment that provides the opportunity for everyone to enjoy and use OPL facilities, collections, or services.

Please remember to...

Be respectful of others

- Use respectful language and display good conduct. Abusive, coarse, violent, harassing or discriminating language or actions will not be tolerated under any circumstance. This includes but is not limited to physical, sexual or verbal abuse.
- While we welcome guide and/or service animals, leave all other animals at home.
- Speak and work at a soft volume. Minimize distracting sounds.
- Set mobile devices to vibrate or mute. Unobtrusive use of cell phones is permitted.
- Obtain prior written authorization before distributing literature, conducting surveys, gathering signatures, soliciting contributions, posting materials, taking photographs, filming or doing video or audio recording, etc. on library premises.
- Respect individuals with sensitivities to scents and limit the use of fragrances.
- Wear appropriate attire, including shirt and footwear.
- Pay proper attention to personal hygiene at all times.
- Report disruptive behaviour to an OPL employee immediately.
- Do not sleep in the library.

Be respectful of library property

- Use provided materials, computers, equipment, and furniture with respect and care.
- Leave privacy screens on the library computers at all times and respect the Public Network Access Policy while browsing the Internet.
- Check with employees as to restrictions, if any, on consuming food and/or refreshments in the facility. Always ensure proper disposal of leftovers.
- Keep aisles and corridors clear so as to not interfere with the free passage of others. Large equipment (e.g. carts and strollers) or bulky material (e.g. bags and clothing) must not hinder emergency evacuation or wheelchair access.
- Park bicycles, scooters or small motorized vehicles outside the library in designated locations. Small items such as skateboards or roller blades may be brought in but cannot be used inside the library or on the library front sidewalk.
- Use sports equipment off library premises.

Be safe

- Do not leave a child or vulnerable adult unattended. A vulnerable adult is one who cannot take care of him/herself, requires assistance to move about and/or communicate with others.
- Supervise all individuals, especially children, for whom you are responsible.
- Access only public designated areas during normal open hours. Do not stay in the library when the library is closed for business.
- As a security measure, permit inspection, as requested by library or security personnel, of any personal bags or cases when leaving the library.
- Keep your belongings safe with you. The library is not responsible for personal belongings.
- Follow emergency procedures. Leave the building when requested by staff in case of fire, fire drills, or other emergencies.
- Do not engage in activities that are not related to the proper use of the library.
- Follow all municipal, provincial and federal laws, codes, rules and regulations.
- Follow the instructions of OPL employees.