

POL-PUB.2024.01 Title: *Respectful Public Interactions*



Type: BMPL User Services
Authority: CEO
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PUB.2024.01.1 Purpose & Application

This policy establishes a guideline of expectations for the public in all interactions with the BMPL either online, in person, or over the telephone. It is an extension of BMPL’s Respectful Workplace Policy POL-ADM.2018.48 and the Rights & Responsibilities of BMPL Users Policy POL-PUB.2018.65 and serves to guide staff in identifying situations that meet the criteria of Inappropriate Behaviour, and actions that may be taken in such circumstances.

This policy aims to promote a positive, safe, and supportive interactions, in addition to respectful and considerate relationships between the Board, staff, and library users. It also aims to provide measures that may be taken when behaviour or actions become inappropriate.

This policy applies to all members of the public interacting with staff at all BMPL facilities, events, programs, and in all verbal or written communication including email, telephone, and social media.

PUB.2024.01.2 Identifying the Conduct or Behaviour

Inappropriate conduct of behaviour, for the purpose of this policy, may include:

1. Aggressive or intimidating physical approaches directed at another individual.
2. Aggressive or offensive language, content, or tone, meant to intimidate, harass, incite, insult, or disparage others.
3. Implied or expressed threats of violence or harm.
4. Attempts to incite anger in others.
5. Physical striking or throwing of objects in a deliberate or aggressive manner.
6. Physical striking of another individual.
7. Covertly recording meetings and conversations with the BMPL.
8. Theft of property.
9. Possession of weapons.
10. Under the influence of alcohol or drugs (legal or otherwise).
11. Vandalism.
12. Harassment.
13. Making unjustified complaints about BMPL staff in an effort to see them disciplined.

When identifying whether an individual’s behaviour is inappropriate, staff should treat instances on a case-by-case basis and consider all circumstances, including those outlined in this policy. The decision may be made as a result of one or more behaviours identified as inappropriate. Staff must be able to establish, through documented words and/or actions of the individual (i.e. letters, emails, social media

posts, photos, voicemails, staff notes regarding a conversation or incident), that the conduct of the individual is inappropriate before applying the restrictions outlined in this policy. This does not preclude staff from taking immediate action in any real or perceived situation where they feel their safety, or anyone else's, is in jeopardy.

PUB.2024.01.3 Addressing Inappropriate Conduct or Behaviour

1. If in-person conduct or behaviour has been deemed inappropriate:
 - Without jeopardizing anyone's safety, staff will issue a verbal warning and indicate the consequences if the behaviour does not stop (e.g. they will be asked to leave the building).
 - Pending the severity, staff will issue another verbal warning or ask the individual(s) to leave the premises immediately. Staff may request that another staff member be present before approaching the individual(s) for safety purposes.
 - If the circumstances demand asking the individual(s) to leave the premises and they refuse, staff will advise them that they are now trespassing, and the police will be called. If there is any refusal at this point, staff are to ensure they and those around them are in a safe location, and call 9-1-1.
 - If the police are called, staff will not engage further with the individual(s).

Staff should report inappropriate behaviour or actions to the CEO or their manager immediately. This can be in the form of an email. If the police are called, staff need to fill out an incident report within 24 hours of the incident.

2. If behaviour or actions by phone, email, or social media, are identified as inappropriate, staff will:
 - Respectfully issue a warning to advise the individual(s) that their behaviour or actions are inappropriate, and communication may end if the inappropriate behaviour or actions continue.
 - If the behaviour continues to be inappropriate, staff will advise the individual(s) that communication will end and the interaction will be reported to management. Within 24 hours of the incident(s), the staff involved should thoroughly document and submit an incident report.

PUB.2024.01.4 Application of Restrictions and Notice

When a decision has been made to classify someone's behaviour or actions as inappropriate, the individual(s) will receive written notification from the CEO or designate detailing:

- The reason(s) for the decision.
- The restrictions to be applied.
- The review date.
- What is means for the individual(s) contact with the BMPL.

Restrictions shall be tailored to deal with the individual circumstances of each case and may include, but are not limited to:

A) In-Person Interactions:

- Immediate expulsion or removal from the premises.
- A ban from specific BMPL facilities, events, or programs for a specified period of time.
- Request for reimbursement of any damages caused by the individual(s).

- Limiting or regulating the individual(s) use of GLAM services.
- Refusing the individual(s) access to BMPL facilities except by appointment or scheduled delegations at Board meetings.
- A letter of warning may be issued to the individual(s) for any behaviour that is in violation of this policy.
- Requiring face-to-face interactions between the individual(s) and staff to take place in the presence of an appropriate witness and/or police.
- Pursuing legal action.
- Any other actions deemed appropriate by the CEO or designate.

B) Phone, Email, Or Social Media Interactions:

- A letter of warning may be issued to the individual(s) for any behaviour that is in violation of this policy.
- Limiting the individual(s) to a particular point of contact at BMPL (where possible, other staff members should be advised not to respond to the individual(s), but refer them to the point of contact).
- Limiting the individual(s) correspondence with staff to a particular format only (i.e. email only), time (i.e. phone calls at specific times and days of the week) or duration (i.e. conversations may last no longer than 10 minutes). This may include technological or electronic limiters, such as muting or blocking on social media, email filters, and automatic telephone redirects.
- Requiring any face-to-face interactions between the individual(s) and staff to take place in the presence of an appropriate witness and/or police.
- Informing the individual(s) that further contact on the matter will not be acknowledged or replied to.
- Pursuing legal action.
- Any other actions deemed appropriate by the CEO or designate.

PUB.2024.01.5 Review of Restrictions

1. Any restrictions made under this policy shall contain a reievw date. This date is set at the discretion of the CEO or designate, having considered all the circumstances of the case. A review date may be in the ninety (90) days or longer from the date on which the restrictions were put in place where the conduct or behaviour has established a pattern of behaviour necessasitating a longer period of restriction.
2. The status of the individual(s) will be reviewed by the CEO or designate on or before the review date, the outcome of which shall be communicated to the individual(s) in writing. The CEO or designate may extend the restrictions beyond the review date where appropriate. In this case, the individual(s) would be notified of the extension, the reason(s) for the extension, and provided a new review date.
3. In the event that complaints cannot be resolved under this policy, they may be submitted to the Library Board.

PUB.2024.01.6 Record Retention

Staff are responsible for maintaining detailed records of their interactions (emails, notes of telephone conversations, and notes of in-person discussions) in order to justify any action being taken to restrict the individual(s) access to BMPL.

PUB.2024.01.7 Exclusions

Nothing in this policy is meant to conflict with BMPL's Respectful Workplaces Policy POL-ADM.2018.48.