




PROVINCIAL INFORMATION & LIBRARY RESOURCES BOARD
PROVINCIAL ADMINISTRATION DIVISION

POLICY

Category: Operational	Subject: Removal of Internal Library Privileges	Circulation: All Staff
Number: Operations 4-30	Motion Number:20030602- 4.52	Replaces: New
Approved by: 	Date Issued: June 2, 2003 (April 1, 2005) (January 5, 2007)	File:U:\Policies\Administration\RemovalofPri.wpd

Background:

In certain situations, patrons may not comply with the policies and procedures governing the operation of a public library. In these situations it may be necessary to remove some or all of that patron's internal library privileges for the benefit of the organization. In order to clarify what privileges are to be revoked and when, a policy and procedures are necessary. This policy should not be confused with the policy and procedures *Removal of Privileges to Enter Library Premises* which deals with the removal of a person's privileges to enter a public library.

Policy:

A person who, in a public library, fails to comply with the policies and procedures established to govern the operation of that library shall, in addition to any other recourse by the library including but not limited to a right of action to recover fines, materials or damages, be subject to the loss of some or all of his or her library privileges.

These privileges include borrowing or using:

- (a) materials;
- (b) computers;
- (c) digital cameras;
- (d) fax machines, scanners, microfilm readers, photocopiers; and
- (e) other items as identified by staff.

Removal of these privileges shall be in accordance with the Removal of Internal Library Privileges Procedures.

Removal of Internal Library Privileges

Procedures:

Each incident which may warrant removal of privileges shall be documented by the senior staff person or the staff person with responsibility to oversee that activity at the library. Where incidents occur which may result in the removal of library privileges, the senior staff member or the staff person with responsibility to oversee that activity shall warn the patron that the activity is against policy and that they are to stop the activity immediately. Where the patron continues with the activity, a second warning shall be issued. If the patron continues with the activity, a third and final warning shall be issued. These warnings may be in relation to a single activity or may be three separate activities spanning one or more days.

Where the patron carrying on the unacceptable activity is present in the library, verbal warnings would be considered the preferred warning method. In certain instances, the senior staff person or the staff person with responsibility to oversee that activity at the library, may choose to warn a patron of the possible removal of library privileges for violation of policy by letter (letter 1). Where a warning is issued by letter, there is no need to issue verbal warnings but there is nothing to prevent a library staff person from doing so.

Where the patron does not cease the activity or take corrective action after the third verbal or the written warning, without limiting other legal action, the following disciplinary action guidelines shall be followed:

- a. removal of privileges up to seven days;
- b. upon a repeat incident or behaviour, the removal of privileges up to one month;
- c. upon a third incident or behaviour, the removal of privileges up to one year;
- d. each subsequent incident or behaviour, may result in a removal of privileges up to five years.

Any decisions relating to the removal of or reinstatement of library privileges shall be made in consultation with the Division Manager, the Director of Regional Services or the Executive Director.

Where library privileges are revoked for 30 days or less, a letter (letter 1) shall be sent, by registered letter, by the senior staff person or the staff person with responsibility to oversee that activity, to the patron at the address provided on their library registration.

Where the privileges are reinstated but another incident occurs, there is no need for additional warnings before the privileges are removed for the second and subsequent periods but a registered letter shall be sent each time privileges are removed. Where library privileges are removed for greater than one year, the Divisional Manager shall issue the letter (letter 2).

Borrowing privileges may be removed for the following reasons:

1. Material borrowing privileges may be revoked if: a patron fails to return materials to the library; fails to reimburse the PILRB for the cost of unreturned, lost or damaged materials; or fails to pay the fines outlined in the PILRB fines policy.

2. Computer privileges may be revoked if: a person fails to give up the computer when their time expires or when asked to by staff; views information or material which is not permitted in a library setting; uses the system for illegal activity; damages the equipment; or fails to comply with other policies or procedures relating to use of computers.

3. Digital camera borrowing privileges may be revoked if: a person fails to return borrowed equipment when their loan period expires or when asked to by staff; uses the equipment in an unacceptable manner; uses the equipment for illegal activity; damages the equipment and fails to pay for the damages; or fails to comply with other policies or procedures relating to the equipment use.

4. Other privileges relating to the use of fax machines, scanners, microfilm readers, photocopiers, etc. may be revoked if: a person fails to stop using the equipment when their time expires or when asked to by staff; uses the equipment to copy, send or scan information or material which is not permitted; uses the system for illegal activity; damages the equipment; or fails to comply with other policies or procedures relating to the equipment use.

Where privileges are revoked for non returned materials, equipment damages, non payment of fines, etc., the period of suspension shall continue until the issue has been resolved.

To enforce this policy, the Provincial Information and Library Resources Board has the right to maintain a discipline file on any or all of its patrons. Such files will be located in the library but copies of the information in the file may be forwarded to the Divisional Manager or Director of Regional Services as necessary.

For other incidents relating to disorderly manner or unacceptable behavior please refer to the Governance Policy *Removal of Privileges to Enter Library Premises Policy and Procedures*.

Letter 1
Letter to Patron to notify of possible cancellation of privileges

Date _____

Address _____

Dear _____:

On (date) you (provide a description of the event for example, viewed inappropriate images on the public computers, borrowed a digital camera from the No Name Library and returned the camera with damages, etc.). In order to avoid removal of your _____ privileges we require that you (list what they are required to do, for example, refrain from viewing inappropriate material on the public computers, repair the camera or return it) on or before _____ date (if necessary).

Please be advised that failure to carry out the above noted action (within the time frame noted if necessary) will result in a recommendation for the removal of your privileges (list privileges) for a period of _____ (or until the issue is resolved).

Where it is determined that library privileges are to be removed, the periods of removal shall be in accordance with the following:

- a. initial removal of privileges up to seven days;
- b. upon a repeat incident or behaviour, the removal of privileges up to one month;
- c. upon a third incident or behaviour, the removal of privileges up to one year;
- d. each subsequent incident or behaviour, may result in a removal of privileges up to five years.

Where privileges are removed for non returned materials, equipment damages, non payment of fines, etc., the period of removal shall continue until the issue has been resolved.

If you have any questions please contact _____.

Library Technician

c. Divisional Manager

Letter 2
Notification of Cancellation of Privileges

Date _____

Address _____

Dear _____:

This is a follow up to (a verbal warning given to you) (a letter sent to you) on _____
by Ms/Mrs./Mr. _____ regarding (outline the incident) at the _____
_____ library.

You have not complied with the (requirements outlined during the verbal warning) (or the
requirements outlined in that letter), to avoid removal of your privileges to _____.

I have been advised that you have not addressed the outstanding issues and therefore I must advise
that effective _____ your privileges to _____
will be removed for _____.

Your privileges may be reinstated if the outstanding issues are resolved or after the cancellation
period has been served. It is your responsibility to request a reinstatement of privileges. The
Provincial Information and Library Resources Board has the right to remove these or other privileges
for future non compliance with its policies.

This letter does not preclude the Provincial Information and Library Resources Board from taking
other action against you for the incident referenced above.

Sincerely,

Library Technician or
Divisional Manager

c. Library Technician
Divisional Manager
Director of Regional Services