

Welcome

Kingston Frontenac Public Library Patron Code of Conduct Public Workshop

Please help yourself to some refreshments and take a seat

We will get started at 2:00pm



Laurie Drake

Today's Host



Our workshop is taking place on traditional Anishinaabe and Haudenosaunee Territory.

To acknowledge this traditional territory is to recognize its longer history, one predating the establishment of the earliest European colonies. It is also to acknowledge this territory's significance for the Indigenous peoples who lived, and continue to live, upon it . The Kingston Indigenous community continues to reflect the area's Anishinaabek and Haudenosaunee roots. There is also a significant Métis community and there are First Peoples from other Nations across Turtle Island present here today



Why We're Here Today:

To discuss the Kingston Frontenac Public Library's Patron Code of Conduct

We want to know what you think should be included in the Patron Code of Conduct



Today's Agenda

1) Learning about the Patron Code of Conduct

Background

A Word from the Chief Librarian

Perspectives Panel

2) Learning from you

Table Activity

Report Back: Highlights from Each Table



What we hope to learn from you today

What types of behaviours you think a Patron Code of Conduct should address





How you think the library should respond to behaviours that might disrupt other patrons' use of the library

How you think the library can become a safer and more welcoming place for everyone




We know that libraries lend books, movies, and music


632,305 Visitors  **56,043** Library Card Holders **5,263** New Members

 +  +  +  = **1,224,481** Items Borrowed

864,956 Visits
www.kfpl.ca

138,389 Digital Checkouts
   


12,035 Magazines downloaded on RBdigital


Top Book
Never Never
by James Patterson



Top Album
÷(Divide)
by Ed Sheeran

Top eBook
Girl on the Train
by Paula Hawkins

Top Audiobook
Leaving Time
by Jodi Picoult

Top Movie
Girl on the Train


125,200

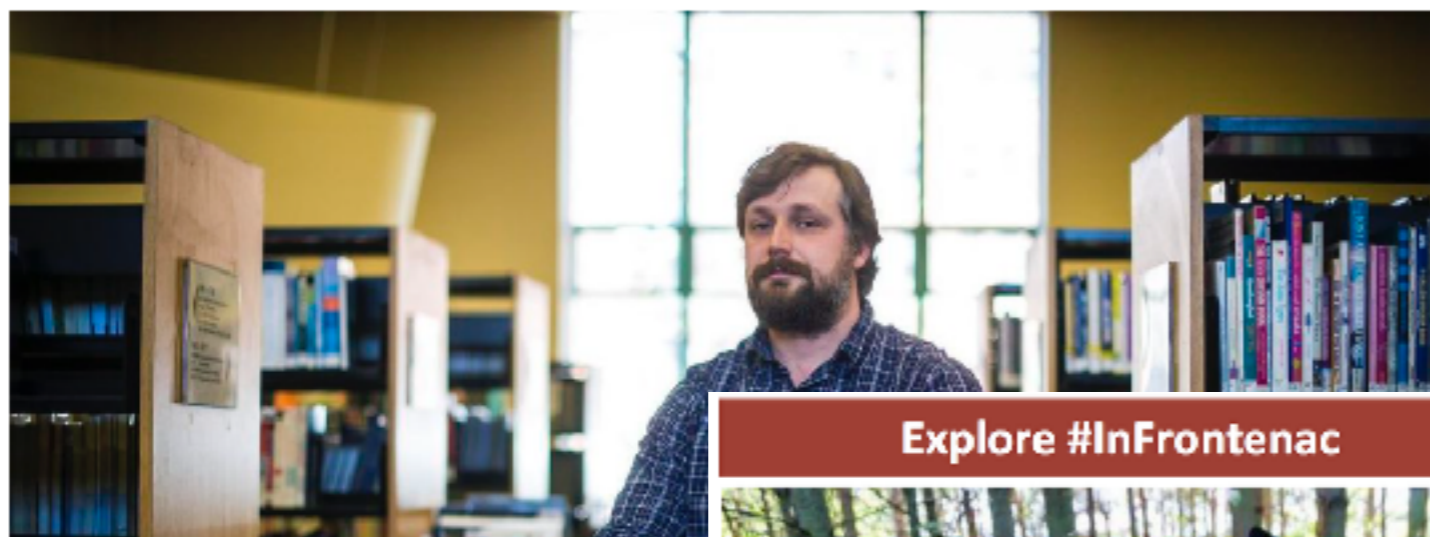

Top DVD
Sully


Top Language

We also know that libraries are changing

How librarians are rising to their next challenge: the opioid crisis

Like other big-city libraries across the country, the Toronto Public Library has mobilized to address a daunting — if not surprising — new reality.



Rideau Heights facility welcomes community

By Meghan Babga, The Whig-Standard
Sunday, April 22, 2018 9:05:35 EDT PM



These changes mean that the KFPL wants to think about how they can be a safer and more welcoming place for everyone.

This can sometimes be challenging because what is safe and welcoming for one patron might be unsafe and unwelcoming for another.



What is a Patron Code of Conduct?

This is a tool that library staff refer to and use to resolve any issues that may arise

What is usually included in a Patron Code of Conduct:

- Descriptions of expected behaviours from patrons
- Policies and rules that apply to patrons
- Descriptions of behaviours that aren't permitted in the library
- Consequences for patrons who do not follow the rules or policies



Background on the KFPL Patron Code of Conduct

In 2016, the Board approved revisions to the Patron Code of Conduct.

The Patron Code of Conduct was described by several community members as stigmatizing patrons who might be experiencing homelessness or who were living in poverty.



Background on the KFPL Patron Code of Conduct

This was not the message that the KFPL wanted to convey.

Because of this response, the Board held off implementing the Patron Code of Conduct until they could engage with community members.

Since May 2016, the Library's board has been developing a public engagement policy, which has brought us here today.



The Engagement Process

**Staff
Workshop**

**Interviews
with
community
leaders**

**Public
Workshop**

**Online
Survey**

**Staff
Committee**

**Board
Approval**

Patricia Enright

Chief Librarian, Kingston Frontenac Public Library



Perspectives Panel

What should people know as they discuss KFPL's Patron Code of Conduct?

Deanna MacDonald

Librarian and Union
President, Kingston
Frontenac Public
Library

Lindsay Yarrow

Director of Clinical
Services and
Community
Integration, Mental
Health and Addiction
Services, KFLA

Heather Pardy

Patron and
President, Friends of
the Kingston
Frontenac Public
Library



We want to know what you think



Activity

1. How you currently use the library
2. What types of behaviours might impact or interfere with how other patrons are using the library?
3. How do you think library staff should respond to these behaviours? Should they respond at all?

For example:

- A. This shouldn't be in a Patron Code of Conduct
 - B. The patron should receive a verbal warning
 - C. The patron should be asked to temporarily leave
 - D. The patron should be banned from the library for a period of time
4. Is there anything else you think that the library should consider as they revise the Patron Code of Conduct?
 5. How can the library make their spaces safer and more welcoming for everyone?



BEHAVIOUR: SPEAKING LOUDLY

RESPONSE: PATRONS ARE ASKED TO LOWER THEIR VOICES

BEHAVIOUR: FIGHTING

RESPONSE: PATRON IS ASKED TO LEAVE THE LIBRARY

BEHAVIOUR:

DRINKING ALCOHOL

RESPONSE:

Information inspiring imagination

KINGSTON
FRONTENAC
PUBLIC LIBRARY



YOUR PUBLIC LIBRARY

IS THERE ANYTHING ELSE YOU THINK
THAT THE LIBRARY SHOULD CONSIDER AS
THEY REVISE THE PATRON CODE OF
CONDUCT?

HOW CAN THE LIBRARY MAKE THEIR SPACES
SAFER AND MORE WELCOMING FOR EVERYONE?

Information inspiring imagination

KINGSTON
FRONTENAC
PUBLIC LIBRARY



YOUR PUBLIC LIBRARY

Report Back

What were some highlights from your discussions?



Next Steps

Keep an eye on your inbox! You will receive a link to the public survey in your inboxes. Please share this with your family and friends.

Report available this summer! A report of today's event and a summary of the survey responses will be available online at the KFPL website this summer.



Thank You

Claudette Richardson
Chair of the Board, Kingston Frontenac Public Library
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