

Banning (issuing a No Trespass Order and removing a customer's library privileges) is a result of a violation of the WPL Code of Conduct. Every incident is unique and a combination of behaviours or activities; however the following chart provides guidelines to be used by WPL Administration in conjunction with the WPL Banning Procedures when deciding the appropriate response to a serious code of conduct violation. The goal is to ensure consistency when determining the appropriate banning period. For more serious issues, Windsor Public Library refers to the City for assistance. KP/NP March 2018

	Type of Incident	Definition	Comments / Procedures	Banning period	Aggravating factors/examples/comments	Precedents/ Examples (2017)
1	<b>Alcohol Issue</b>	Includes use/ distribution/ public intoxication	<b>Call Police (non-emergency)</b>	4 months - indefinite	Term increasing with number of offences and/or other factors increasing severity of offence.	[REDACTED]
2	<b>Behaviour - Aggressive</b>	Toward staff or customers	Customer Code of Conduct issue. Any of the following will increase ban: <ul style="list-style-type: none"> <li>▪ physical assault</li> <li>▪ targeting an individual</li> <li>▪ human rights violations</li> </ul>	4 months - indefinite	In combination with carrying or displaying a weapon can lead to an indefinite ban. Potential for physical assault.	[REDACTED]
3	<b>Behavior - Disruptive</b>	Includes all behavior disrupting others' enjoyment of the library	Customer Code of Conduct issue Verbal warning should precede ban	2 – 6 months	A catch all section to cover a wide variety of violations. Potential for physical assault.	[REDACTED]
4	<b>Disregarding Police, Fire, Security or WPL Staff Instructions</b>	Despite several verbal warnings. If warning relates to a life threatening issue, banning period increases to 12 mths – indefinite.	Customer Code of Conduct issue	2 – 6 months		[REDACTED]
5	<b>Drug Issue</b>	Includes use/ distribution/ public intoxication Excludes insulin & other prescribed drugs	<b>Call Police (non-emergency)</b> Customer Code of Conduct issue	4 months - indefinite	Term increasing with number of offences and/or other factors increasing severity of offence.	[REDACTED]

6	<b>Library Property – Damage</b>	Depends on the severity value and degree of damage	Customer Code of Conduct issue	2 months - indefinite	Includes: stealing, damaging equipment, damaging resources	
7	<b>Pornography - Accessing Adult porn</b>		This is not a crime and can be confused with art or freedom of expression Verbal warning should precede ban	4 - 24 months	Behaviour in addition to viewing habits will increase ban period	
8	<b>Pornography - Accessing Child porn</b>	<a href="#">Criminal Code</a>	<b>Call police 9-1-1 this is a crime</b> do not alert customer	Indefinite		none
9	<b>Threats</b>	Uttering a threat towards staff, customers or WPL	Customer Code of Conduct issue	3 or 6 months to indefinite	A generalized threat - minimum of 3mths. A personalized threat - minimum of 6 months. Both increasing to indefinite depending on severity of threat.	
10	<b>Weapons</b>	Includes carrying or display of a weapon. Depends on accompanying actions and actual weapon.	Customer Code of Conduct issue	6months - indefinite	“Weapon” including gun, knife, nun chucks, chemicals, toy weapons, or anything that in context could be a weapon. In combination with aggressive behavior can lead to an indefinite ban. Potential for physical assault.	
11	<b>Other</b>				“Stalking” or unwarranted attention to staff	

**Notes:** For a repeat offense e.g. display of a weapon, *again*, the banning period doubles and a 3<sup>rd</sup> time the banning period is automatically indefinite.

### Procedures:

#### Windsor Public Library Banning

- banning handled by Windsor Public Library makes every attempt to hand the letter directly to the individual.

#### City of Windsor “No Trespass”

- handled by the Legal Department/City Clerk, usually delivered by mail.

## Banning Log

	Date	Name	Location	Violation	Trespass Terms / Updates
	<b>2018</b>				
20	Apr. 11	██████	Central	Disruptive/inappropriate behaviour and uttering <b>threats</b> .	Indefinite
19	Apr. 10	██████	Central	Disruptive/inappropriate behaviour and uttering <b>threats</b> .	Indefinite
18	Apr. 10	██████	Central	Disruptive/inappropriate behaviour and uttering <b>threats</b> .	Indefinite
17	Mar. 27	██████	Central	Public <b>drug</b> use and intoxication	6 months
16	Mar. 26	██████	Central	<b>Theft</b> of Windsor Public Library computers ( 2 instances)	Indefinite
15	Mar. 26	██████	Central	Uttering a verbal <b>threat</b> at Central Library.	6 months
14	Mar. 26	██████	Central	Brandishing a <b>weapon</b> (knife) at Central Library.	Indefinite
13	Mar. 23	██████	Central	Illegal <b>drug</b> use	6 months
12	Mar. 19	██████	Central	<b>Aggressive behavior</b> and uttering <b>threats</b>	Indefinite
11	Mar. 19	██████	Central	<b>Alcohol</b> – public intoxication	4 months
10	Mar. 7	██████	Central	<b>Aggressive behavior</b> amidst a domestic dispute.	6 months
9	Mar. 7	██████	Central	<b>Aggressive behavior</b> amidst a domestic dispute.	6 months
8	Mar. 5	██████	Central	<b>Disruptive behavior</b>	6 months
7	Feb 6 & Feb 22	██████	Central	Uttering <b>threats</b> on Feb 6 and violating Notice of Trespass on Feb 22.	Indefinite – all branches
6	Feb 16	██████	Central	Uttering <b>threats in Central library</b> .	Indefinite – all branches
5	Feb 14	██████	Central	Under the influence of <b>drugs</b> and carrying <b>fake weapon</b>	12 months

4	Feb. 5		Central, Chisholm	<b>Threat</b> made to Windsor Public Library in a 311 call	Indefinite – Central and City Hall (issued by City of Windsor)
3	Jan. 30		Central	<b>Alcohol</b> -repeated public intoxication	3 months
2	Jan. 26		Central	Uttering <b>threats</b> to Windsor Public Library staff	3 months
1	Jan. 09		Central	Male customer with 30 cm long screwdriver ( <b>weapon</b> ) under shirt/ tucked in pants.	Indefinite
	<b>2017</b>				
7	Oct. 27		Central	<b>Disruptive behavior</b> - swearing, threatening to hurt herself. Stole another customer's cell phone.	3 months - Central
6	Oct. 12		Central	<b>Pornography</b> – viewing of inappropriate material – naked women.	3 months – all branches
5	Aug. 1		Central	<b>Aggressive/inappropriate behaviour</b>	3 months – all branches
4	Jul. 18		Central Bri	<b>Aggressive/abusive behaviour</b> towards staff. Inappropriate actions and language.(July 12 and 17)	6 months – Cen and Bri
3	Jun. 19		Central	<b>Disruptive behaviour</b> - swearing, spitting and making a mess. <b>Weapons</b> – had a knife in his backpack.	June - indefinitely
2	Apr. 28		<b>Central</b>	<b>Disruptive</b> behavior (in public washrooms), <b>drug</b> paraphernalia (syringes), <b>disregarding</b> securities request to vacate washrooms.	3 months - Central
1	Mar.13		Central	<b>Disruptive behavior</b> - uttering death threats to other library users.	Indefinitely – with annual review
	<b>2016</b>				
5	Dec.12		<b>Central</b>	<b>Disruptive/abusive behavior</b> - racist comments towards another customer.	1 month
4	Nov.29		<b>Central</b>	<b>Disruptive/inappropriate behavior</b> –towards staff, grabbed a staff member. Found naked in public washrooms. Disregarding security's request to leave.	6 months
3	Mar.31		<b>Central Self Pub Lab</b>	<b>Other /Disruptive/inappropriate behavior</b> towards staff members / self publishing lab issues. Referred to the City due to the unique nature of the violations.	Indefinite – with annual review Cen, Sem, Riv branches
2	Mar. 01			<b>Aggressive behaviour</b> - threatening gestures made to staff members.	Indefinite – with annual review

1	Jan. 27	██████████		<b>Aggressive behaviour</b> – threatening and inappropriate language.	1 week
	<b>2015</b>				
7	Dec. 18	██████████ ██████████	<b>Riverside</b>	<b>Aggressive behaviour</b> – towards staff members, smelling of alcohol and abusive language.	10 days
6	Nov. 10	██████████ ██████████	<b>Central.</b>	<b>Aggressive behaviour</b> – verbal and body language. Staring and shouting at staff members. Ver disruptive to outhers.	Indefinite – with annual review
5	Aug. 31	██████████ ██████████	<b>Central</b>	<b>Drug use</b> in Library washrooms. Found passed out on washroom floor.	Indefinite – with annual review
4	Aug. 18	██████████ ██████████	<b>Seminole Fontainebleau</b>	<b>Aggressive/disruptive behaviour</b> toward other customers and staff. Inappropriate behaviour towards other customers and racial comments.(over many months)	Indefinite
3	May. 6	██████████	<b>Seminole</b>	<b>Aggressive behaviour</b> – behaved in a belligerent, intimidating and threatening manner towards a staff member.	Indefinite
2	Mar. 9	██████████ ██████████	<b>Riverside Fontainebleau</b>	<b>Pornography/</b> inappropriate <b>disruptive behaviour</b> . Patron filming and streaming pornography form library branches.(January)	Indefinite
1	Feb. 13	██████████ ██████████	<b>Budimir</b>	<b>Pornography</b> – numerous occasions of viewing inappropriate adult sites.	6 months
	<b>2014</b>				
4	Nov. 12	██████████		<b>Disruptive behaviour</b>	3 months
3	Jul. 28	██████████ ██████████	<b>Central</b>	<b>Disruptive behaviour</b>	1 year
2	May. 26	██████████	<b>Central</b>		3 months
1	Feb. 24	██████████ ██████████	<b>Central</b>	<b>Aggressive behaviour</b> – abusive and threatening with distinct signs of intoxication.	3 months

YEAR	Total # of Trespass Notices/ Bannings	Alcohol Issue	Behaviour Aggressive	Behaviour Disruptive	Disregarding Instructions	Drug Issues	Library Property Damage	Pornography Adult	Pornography Child	Threats	Weapons	Other
2018	<b>20</b>	2	3	1		3	1			8	2	
2017	<b>7</b>		2	2		1		1			1	
2016	<b>5</b>		2	2								1
2015	<b>7</b>		4			1		2				
2014	<b>4</b>		1	2								?

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