

Vancouver District Public Library

Safety & Security Manual

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Managing Public Spaces

We all need to feel comfortable interacting with the public and helping ensure we do our part to keep staff and library patrons safe and welcome.

This guide provides the background and information to help you feel more comfortable navigating the challenge of managing a busy public space. At any time, do not hesitate to reach out to your manager if you need more support or guidance on how to do this.

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Managing NVDPL Spaces

We all want the library to be safe and welcoming for everyone. Managing Public Space procedures promote a safe, healthy, and respectful environment for staff and the public.

Guidelines:

- ▶ If something happens that makes patrons or staff feel unsafe, we should all feel comfortable responding confidently.
- ▶ Note that there is a difference between inappropriate/unsafe public behaviour, and behaviour that may cause staff or patrons to feel uncomfortable. Unusual behaviours that may cause discomfort can be monitored, but no intervention is required unless it escalates to something inappropriate or unsafe. For example, patrons on the autism spectrum or dealing with mental health challenges may exhibit behaviours they have trouble controlling that others may find odd (repetitive motions, talking to themselves), but that don't truly disrupt enjoyment of the library. If a patron complains about something that makes them feel uncomfortable, a good response is "Thank you letting me know. I'll monitor as necessary".
- ▶ All Library staff working in public spaces are responsible for helping to maintain a pleasant and safe environment for everyone.
- ▶ Use the safety checklists (See Information Desk Manual and/or Circulation Manual) to be consistent in managing the spaces you work in.
- ▶ The purpose of the safety checklists is to develop the habit of situational awareness: when in a front-facing role, it is your responsibility to be aware of what is going on in your surroundings; manage the space confidently; and proactively respond to situations.

Designated Person In Charge

In most cases, the Designated Person in Charge (DPC) of the branch is the Branch Coordinator. When/if available, Managers may also be called on for help. When the Branch Coordinator is unavailable, staff on the Information Desk (indicated by a "*" on the schedule) is the Designated Person in Charge. **All Info Desk staff, regular or auxiliary, can expect to be DPC, and should be ready to be called upon.** Circ Supervisors, Assistant Circ Supervisors and other Info Desk and Circ staff are expected to provide support and assistance.

The Designated Person in Charge is referred to throughout the Safety and Security Manual. **Dealing with difficult situations is best handled with teamwork, however all staff are empowered to be proactive in the moment.** For example, if someone enters the Library with an open container of alcohol, or is not wearing shoes, or is yelling/swearing/fighting, etc., any staff member can say "(describe behaviour) is not permitted/unacceptable in the library. You need to stop/leave/do XYZ". Then you can inform the DPC, who may need to follow up.

The DPC is the key person in the communication system of managing public spaces. Staff should report occurrences effecting staffing, IT issues, incidents and emergencies to this person. **Decisions can be made in consultation and as a team, with the DPC being responsible for communicating the decision to all those who need to know,** including other staff, patrons, Managers, or the Director of Library Services, if appropriate.

Responsibilities of Designated Person in Charge

Keep informed about NVDPL policies and procedures; you are the person in the Library designated to address difficult situations.

1. Handle:
 - a. Patron complaints (refer to manager as appropriate).
 - b. Emergency situations by referring to this manual.
 - c. Larger incidents
 - d. Leading staff in following Emergency & Fire procedures (note that at LV, the Fire Safety Director is always the staff member currently on Info Desk 2, who may or may not be the DPC).
 - e. Closing the library due to inclement weather (in consultation with managers).
 - f. The DPC, as well as another staff member, is expected to remain with a child left unattended at closing until arrangements can be made with a responsible family member or the Police.
 - See *Children Lost or Left Unattended*, on page 39.
2. Ensure that:
 - a. Staffing levels are adequate (someone going home sick, etc.).
 - b. Incidents are documented by the staff involved.
 - c. You communicate when you go on break & when you return.
 - d. Public facing staff are using 2-way radios.
 - e. Closing procedures are completed and alarm system is set when needed.

Resources for Designated Person in Charge

In the moment, you may not be able to refer directly to these resources; please review them regularly, and review situations with your Manager.

- ▶ **Library Policies**, found on the website <https://nvdpl.ca/policies>
 - Most relevant sections: D. Operating Policies; B-OP-06; MG-OP.1
 - Note that there are not specific, individual policies that cover everything that could come up, and you will be called upon to use your judgement.
 - Be careful of “quoting policy”; instead of saying “It’s library policy that you must keep your shoes on”, say “your behaviour (removing your shoes) is disrupting others’ experience of the library, which is against the Code of Conduct”.
- ▶ **Code of Conduct**
https://nvdpl.ca/sites/default/files/var/www/html/sites/default/files/MG-OP-06.1a_Code%20of%20Conduct_2.pdf

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Contacting Managers

Most situations that arise in the Library can be resolved by staff working as a team: the Branch Coordinator, the Designated Person in Charge, LIT staff, the Circulation Supervisor, the Senior Circ Assistant, and others.

However, a Manager can be contacted at any time when a situation arises that requires a Manager's help or decision. Contacting your Manager is also necessary when calling in sick outside of regular hours. When in doubt, call!

Depending on the situation, several areas of responsibility may be involved; call/text the number that seems most appropriate to you in the moment.

The most up to date information is here: <http://intranet/display/AD/Contacting+Managers>

The best way to reach a Manager is by telephone			
In an emergency, if you are unable to connect with the appropriate Manager, call another Manager and send an email to slt@nvdpl.ca . Your message will be received by the entire Strategic Leadership Team.			
Manager		Cell Phone	Issue
Alex Etesami	Innovation & Technology	604-834-3652	LIT Critical Equipment Failure
Alison Campbell	Community Connections	604-376-3820	Patron issues; Info Staff Shortage
Sandi Burgess	Welcoming Initiatives	604-219-1748	Patron issues; Circulation or Info Staff Shortage
Krista Scanlon	Collections	604-219-4275	Collections issues
	Business and Facilities	604-219-1258	Facility Emergency
Jacqueline Van Dyk	Library Director	604-561-7048	Public Relations

The NVDPL Incident Report Form

Purpose of the NVDPL form: To record any unusual occurrences in the library that staff are required to, or wish to, have documented for follow-up and official record-keeping.

This form is available at all service desks at all branches, as well as on the HUB at:

<http://intranet/display/johscommittee/Incident+Reporting+and+Form>

Follow the directions on the form when filling it out. Once completed, email it to: slt@nvdpl.ca

Who fills out an Incident Report?

Any staff member can complete and submit an Incident Report. Ideally the person involved in the incident will complete the form, but this is not always possible. Because it is important to complete it in a timely manner, the form can be completed by another staff member who is best able to give it the required attention.

If an incident occurs that has the potential to cause injury or damage or which actually results in injury or damage to property, the completed Incident Report will be forwarded by the Director of Library Services to the Purchasing Agent at the District Hall for further handling.

! IMPORTANT: In the event of a 'near miss' or an accident involving a worker that requires medical attention by a professional—a visit to the doctor, clinic, emergency—additional WorkSafeBC Employer Investigation forms and processes are required (see below). In such serious cases, completing the NVDPL Library Incident Report is not enough. Please notify a Manager and/or a member of the Joint Occupational Health and Safety Committee for follow-up with the formal WorkSafeBC Employer Investigation.

Why report an incident?

Prompt, clear reporting of mishaps or unusual situations creates a written record that will help identify areas for potential claims in cases such as an incident escalates into an actual claim. It also ensures reporting and follow-up of specific cases such as injury or violence in the workplace that are mandated by law. And finally, it allows Management to be informed and to follow up appropriately.

Elements of a good Incident Report

- ▶ Facts (avoid opinion, conjecture)
- ▶ Completeness (sufficient detail to clearly identify all aspects of the incident, including participants names, dates, description)
- ▶ Professional, business-like tone

Remember:

When considering your report's contents, tone and completeness, consider that the incident report is a legal document and will be retained on file in Administration for a permanent record, will be reviewed and signed by the Library Director, and may be used in further police investigation (where required).

Submitting Incident Report Forms

When employees submit an Incident Report to the SLT@nvdpl.ca email list, it is distributed to all Managers. The appropriate Manager will respond to the completed Incident Report during regular operating hours.

Employer Investigation

Beyond the NVDPL Incident Report form, WorkSafe BC's Employer Investigation process is required when:

- ▶ An accident happens that results in a worker being injured and requiring medical treatment (e.g., the worker must go to hospital or clinic), or
- ▶ The incident was one with the potential for the worker to be seriously injured.

In either of these cases, '**Employer Investigation**' must occur.

What does this investigation look like?

- ▶ Investigations must be done by those knowledgeable about the type of work and ideally by a team of: one JOH&S worker representative and one JOH&S Manager representative if they are reasonably available.
- ▶ The team must use WorkSafe's form and process: There is a form and a helpful guide on how to conduct the actual investigation at WorkSafe BC's site and in the Library's Health and Safety Committee Shared Notes folder.

WorkSafe requires prompt investigation of such incidents.

'Prompt' means:

- ▶ **Preliminary investigations:** Complete within 48 hours
- ▶ **Interim corrective action:** As soon as possible
- ▶ **Full investigation:** Complete within 30 days
- ▶ **Full corrective Action:** As soon as possible

Requirements for filing

Completed WorkSafe reports are sent to the JOH&S committee, to the pertinent affected employee's file (where applicable) and to WorkSafe BC.




Staff Privacy

Information needed to contact a library employee at work is “contact information” and is not considered “personal information” under FOIPPA. “Contact information” includes name, title, and work address/phone/fax/email. This means that contact information is not regulated or protected by FOIPPA* This also means that contact information may be shared with colleagues and members of the public without compromising staff privacy.

For safety, security and confidentiality reasons, staff must not give out any other personal information about another staff member without first getting permission from that staff member.

Related Policies

For further guidance on staff privacy, see also:

-  MG-HR-01.7 PERSONAL EMPLOYEE INFORMATION—ACCESS, USE, PRIVACY AND CONFIDENTIALITY
-  MG-HR-01.8 SOCIAL MEDIA
-  B-OP-11 PROTECTION OF PRIVACY AND CONFIDENTIALITY

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* Source: *Privacy Guidelines for British Columbia Public Libraries*. 2006, p. 24

Two-Way Radio Communications

Radios are meant to improve staff communication, staff safety, and customer service.

Guidelines for using:

- ▶ Be aware that everyone on the channel can hear what you are saying.
- ▶ You do not need to learn or memorize certain phrases or words, but please speak as clearly as possible.
- ▶ The Smart Status Glow (Figure 1, a) lets you know the device is on, the level of battery charge, and what channel you are on.
- ▶ Radios are shared, but most staff members have their own earpiece. Earpieces are inserted into the Accessory Connector (Figure 1, c).
- ▶ At the end of the day, each radio must be returned to the charging station, so it can be used the following day. The battery charge should last all day.
- ▶ Please clean shared earpieces at the beginning or end of your shift.

Using the radio:

1. Press the PTT (Push-to-Talk) button (Figure 1, f) or switch on the earpiece wire.
2. If you're also helping a patron, let them know you're going to use a radio to talk to a colleague, so they don't think you're talking to them!
3. Wait one second before speaking clearly into the mic.
4. Identify yourself and whom you are trying to contact or if it is a general message to everyone.
5. Wait for confirmation from the contact before you begin.
6. Keep messages short. If your conversation is detailed and involves only one other staff member, continue the conversation another way (for example "call me at 8144").
7. Indicate when the conversation is over.

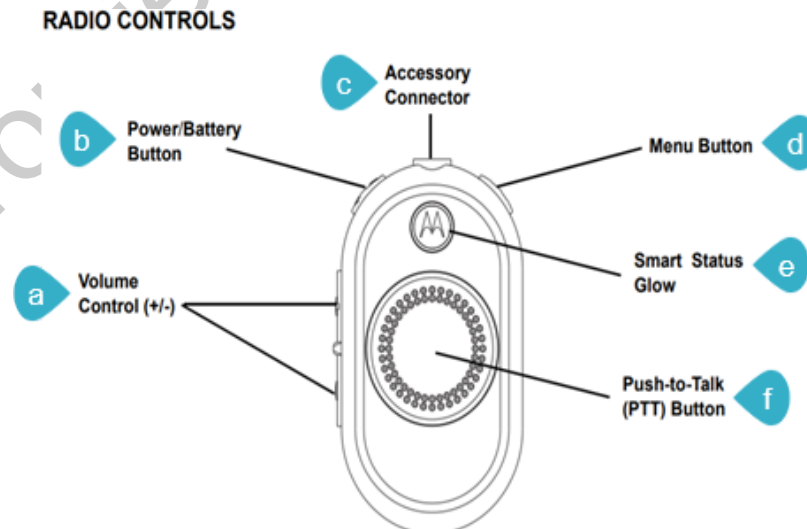


Figure 1: 2-Way Radio Controls

If you are in a situation where you want immediate back-up, identify who you are and where you are, and if possible a brief description. (If you don't feel able to, just ask for "assistance".)

For example:

"This is Bob upstairs. I'm heading over to the magazine area; a patron reported some unusual behaviour. Can I get some backup?"

"This is Bob at Info2. It's really busy up here, can someone come up and help with the printer?" vs

"This is Bob at Info2. Could I have some assistance?"

If you are responding to an emergency call, identify yourself and where you are coming from.

For example:

"Bob, this is Sally. I'm on my way up from Circ."

"This is Sally. I'm heading over from the audiobooks."

Troubleshooting

Online Manual: https://www.motorolasolutions.com/content/dam/msi/docs/business/products/two-way_radios/portable_radios/small_business_portable_radios/clp1010/documents/staticfiles/clp_can_user_guide_68012000084-c_en_and_frc_for_online.pdf

Public Address (PA) Announcement Guidelines

NVDPL locations are all equipped with a public address (PA) system that is operated using the telephone handset. Announcements through the PA system reach most public areas of the library.

Announcements can be made by any NVDPL staff member. In case of emergency, all staff are empowered to make an announcement and should take action immediately.

Guidelines:

The PA system may be used for:

- ▶ Library closing announcements
- ▶ Fire or other evacuation announcements
- ▶ Fire/alarm system tests
- ▶ Paging in case of urgent matter (e.g., lost child; vulnerable person; valuables left behind)
- ▶ Program promotion within 2 hours of an event

Announcement Format:

Announcements should be as short and clearly articulated as possible.

Speak clearly and directly into the telephone handset in an even, friendly tone and voice volume.

Paging Announcements:

Staff will occasionally receive requests by telephone or in-person that a public address (PA) announcement be made for someone thought to be in the library.

When receiving a request for PA announcement, ask the requester's name, person to be paged, and determine the nature of the emergency. If a visitor is requesting a non-emergency page, they first should be asked to check the building thoroughly by themselves -- no announcement should be made in this case.

Access and Login Information by Library:

Library	Extension to Access System
Lynn Valley	*7336 or *7333
Capilano	*7334
Parkgate	*7335

How to Use the PA System:

Using the unique access code for the correct location, dial the extension (listed above) on any phone. You will hear several tones. After you hear the tones, begin to speak.

Press the "end call" button on the phone handset once you've finished your announcement. Don't put the receiver down or a loud clunk will be broadcast over the PA system.

Sample Scripts

Closing Announcement:

▶ **15 minutes before closing:**

“May I have your attention, please. The library will be closing in 15 minutes. If you have items to check out, please proceed to check out now.”

▶ **2 minutes before closing:**

“May I have your attention, please. The library is now closing. Please proceed to the exit. Thank you for visiting and good night.”

▶ **Evacuation**

“May I have your attention, please. All persons are required to leave the building. The library will only re-open if authorized by emergency responders.”

▶ **Lost Child (or any emergency to which you want to alert staff without causing alarm):**

“Attention staff, your assistance is requested.”

Upon hearing this announcement, staff should be alerted to check the exits and be on the lookout to respond to an unusual occurrence in their area.

Related Procedure

📄 See also *Lockdown Procedures* in the branch-specific Sections of the Emergency Manual.

Guidelines for Banning and Minimum Suggested Durations

Sometimes a patron may need to be asked to leave the library because of unacceptable behaviour. Any staff member can ask a patron to “try again tomorrow” if their behaviour is in violation of the Library Code of Conduct, such as verbal abuse, causing a disturbance, or intoxication, and they have not been responsive to requests to change their behaviour (see *CHALLENGING INTERACTIONS WITH THE PUBLIC* section, on page 34). Longer bans can be issued verbally by DPCs, or in writing by managers or Branch Coordinators when possible. In general, bans longer than a week would ideally include a letter.

For behaviour resulting in a ban of more than a day, the person will receive a letter written and signed by a manager or Branch Coordinator outlining the reasons why they are banned, and the conditions of return after the period is up. The letter may not be able to be delivered in the moment and will have to be delivered upon the patron’s next visit to the library. Any staff member can deliver the letter in the event a manager or Branch Coordinator is not available, as it is important to inform them of the ban as soon as possible. Staff are welcome to ask a colleague to accompany them if they feel uncomfortable approaching the patron alone. Let them know that the letter you are giving them outlines:

- ▶ The behaviour that is resulting in the ban.
- ▶ That they are not allowed in any NVDPL location for a specific period of time.
- ▶ That they must see a manager or the Library Director to have the ban lifted at the end of that time.
- ▶ That they must leave now.

During the letter delivery, avoid engaging in discussions or arguments about the ban terms. If the patron wishes to discuss the situation further, provide them with a manager's card. If the patron becomes confrontational or refuses to leave, use discretion to decide whether the situation necessitates contacting non-emergency police or directly dialing 911.

Upon police arrival, adhere to the directives provided by the attending officer and furnish them with pertinent information, including the individual's name and phone number if available. Record the constable's name and file number and complete the Incident Report Form.

Minimum Suggested Durations

To guide staff decisions on banning patrons, the following examples and suggested minimum durations are provided:

Example Situation	Suggested Guidelines
Repeated behaviour on multiple days, where “try again tomorrow” is not effective	1 week, to start. Or use best judgement.
Excessive inappropriate language, where de-escalation is not effective	1 week
Fighting in the library	6 months
Continual intrusion into staff areas	3 months

Example Situation	Suggested Guidelines
Damage and/or abuse to library materials or equipment	Case by case. Use best judgement.

Criminal Offenses

For criminal offenses, the ban duration will be determined in consultation with the Director of Library Services. These offenses include:

- ▶ Indecent Exposure
- ▶ All other sexual offenses against staff & patrons
- ▶ Physical assault on staff
- ▶ Wanton property damage (incl. computer terminals and keyboards)
- ▶ Theft of library property

In instances where the behavior results in criminal charges, the courts may impose their own conditions, including restrictions on entering the library.

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Communicating with the Police

In general, we try to be as helpful as we can in active police investigations, short of violating patron privacy. Our commitment is to cooperate within the bounds of the law while safeguarding patron privacy. We define violating patron privacy as divulging information from a patron's record without a valid subpoena, warrant, or court order. The Library's FOI/Privacy Officer, serving as the Library Director, holds the authority to approve such requests.

Guidelines:

Guidelines are provided to assist you in handling police inquiries appropriately:

- ▶ **Library-Initiated Police Contact:** If the Library initiates contact with the police concerning a significant incident or to report a crime within the Library premises, you are permitted to disclose personal information to aid the investigation, provided it is requested and known.
 - **Personal information that may be disclosed is limited to a person's name and phone number.** A person's address and any additional details in their patron record are considered private.
- ▶ **Responding to Police (Information Requests):** If the police request information beyond the individual's name and phone number, courteously inform the officer that the Library is authorized to provide only the name and phone number.
 - Approval for disclosing all other information must be obtained from the Director of Library Services.

These protocols ensure a balance between assisting law enforcement in their investigations and upholding the privacy rights of our patrons. Please exercise discretion and seek appropriate approvals when faced with police inquiries to ensure compliance with our commitment to patron confidentiality.

Related Policy

📄 (B-OP-11) & Management Guideline (MG-OP-11) : [Protection of Privacy and Confidentiality](#)

Communicating with Emergency First Responders

In general, we try to be as helpful as we can to aid Emergency First Responders, including answering their questions without violating patron privacy. Violating patron privacy means providing information found in a patron's record without a subpoena, warrant or court order. Only the Director of Library Services can approve such a request.

Guidelines:

These are some guidelines to help you determine what to do when asked questions by Emergency First Responders:

- ▶ **Personal information you can disclose includes a person's name and phone number.** A person's address and any other information in their patron record is private.
- ▶ If you are asked for information beyond the name and phone number, politely communicate to the First Responder that we are only authorized to give the name and phone number. All other information must be approved by the Director of Library Services.

If the Library Contacts the Emergency First Responder

- ▶ If the Library contacts Emergency First Responders due to a medical emergency or danger in the Library, then you can disclose personal information, if requested and if known.
 - You may disclose personal information when contacting a person's next of kin if that individual is injured, becomes ill, or dies while visiting the Library.

If the Emergency First Responder Contacts the Library

- ▶ If the Emergency First Responders contact the Library seeking information, then you can only provide personal information upon the presentation of a subpoena, warrant, or court order, and the written approval of the Director of Library Services.

Related Policy

- 📄 (B-OP-11) & Management Guideline (MG-OP-11) : [Protection of Privacy and Confidentiality](#)

Unscheduled Closures

Every attempt will be made to keep the branches open, including during winter weather such as snowfalls. However, in extreme conditions one or more branches may have to close early, or not open at all. Extreme conditions may include scenarios like snowstorm, ice or flooding conditions; failure of heating systems; or loss of power due to the above.

Who decides to close?

The decision to close a branch is made by a Manager(s) in consultation with the Director of Library Services.

Guidelines:

- ▶ Branch staff should call the Manager of Welcoming Initiatives for direction and should also keep the Manager informed about developing conditions.
- ▶ The decision to close includes factors like time of day; number of visitors in the library; road conditions; closures of comparable services like nearby schools and recreation centres; whether transit is running; deteriorating conditions, etc.

Closing Early—Procedures for Branch Staff

Upon being advised by Management that a closure will go into effect:

1. Post explanatory signs at the entrance for the public and advise patrons on the sign to check the NVDPL website for updates.
2. Inform patrons already in the branch of the library closure.
3. Management will work with the Communication and Events Coordinator to update the website and social media with information about the closure and inform other branches.
4. Depending on whether other branches will be open, the DPC, with guidance from a manager, coordinates redeployment options for staff already at work (See *Staffing Procedures During Closures* section, on page 19.)
5. DPC ensures that the evening shift staff, who have not yet started their shift, are notified of the closure. Redeployment may be an option (See *Staffing Procedures During Closures* section, on page 19)
6. Call the security company to advise of early closure and whether the alarm could be set or not. If not, inform a manager that the building is not alarmed.
7. Branch staff should advise any groups, programs, meetings that may be expecting access to the building, that a closure is in effect.
8. Follow normal closing procedures.
8. Complete an Incident Report form as soon as possible.
9. The next day, the first staff to arrive at a branch, likely the maintenance staff, are to call their Manager with information on conditions of the building and/or weather at the branch, to help the Manager determine whether the branch is ready to re-open or whether a continued closure may be necessary.

10. For follow-up payroll purposes, the Branch Coordinator and the Circulation Supervisor should advise their Manager of any staffing changes/adjustments/re-deployments that have arisen in their respective areas due to the closure.

Staffing Procedures During Closures

The Library's Policy Manual & the Collective Agreement inform NVDPL's staffing practices when the Library maintains normal hours or when the Library closes. See example scenarios below for guidance.

▶ **Short closure (that is, under 2 hours duration)**

- If this occurs during the day and staff can continue working, perhaps with modified tasks (e.g. tasks that do not require power), supervisors are to reassign tasks at the location.
- If the event is at night (i.e., it's dark and staff cannot continue working safely) and the decision is made to close the branch, staff may redeploy to other branches. If the event occurs within 2 hours of normal closing time and normal operations will not resume immediately, closure will most likely be advised. Staff who do not have access to paid leave will have the option to be redeployed to another branch.

▶ **Extended period or full day closure (that is, greater than 2 hours)**

- Staff are to be redeployed to another branch. Travel arrangements may need to be organized e.g. taxis and/or mileage expensed per the mileage claim policy (MG-OHS-01.4) if the redeployment occurs after the employee arrives at their original branch.
- Priority for staffing levels will be given to permanent/regular staff – meaning if the other branches only have capacity for a limited number of additional staff, Auxiliary staff may be sent home with their shift cancelled per the Collective Agreement section 6.3. Auxiliary staff whose shift is cancelled before reporting to work lose the hours for that shift. Those staff can ask their manager/supervisor if any additional shift can be scheduled for a future date to offset any hours lost.

When an employee commences work during a closure announcement and chooses to leave before completing their shift instead of being redeployed, subject to approval by the supervisor/Manager, the employee has the following options for the remaining duration of the shift:

- ▶ Utilize available **vacation** time.
- ▶ Utilize any **accrued banked time**.
- ▶ Opt for **Leave No Pay (LNP)**, which entails taking time off without pay.

EMERGENCY SITUATIONS

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Lockdown Procedures

In the event of an Active Threat situation, your own safety is the first priority. The following chart lists basic actions. Refer to the branch-specific area of the manual for branch-specific plans. Copies of these instructions are available at all services desks.

	Code YELLOW - External Threat	Code RED - Internal Threat
ANNOUNCEMENT	CODE YELLOW, CODE YELLOW, CODE YELLOW. There is a threat outside the building. Do not leave the library. Follow directions from staff.	CODE RED, CODE RED, CODE RED There is a threat inside the building. Evacuate using the emergency exits. Follow directions from staff.
DESCRIPTION	An external situation that requires immediate security measures in the library as a result of advice from RCMP, other reliable sources, or individual witness.	An internal situation involving high risk behaviour, including situations that have the potential to cause serious injury or death.
EXAMPLES	<ul style="list-style-type: none"> ▪ External security threat (someone with a weapon) ▪ Neighbouring building emergency 	<ul style="list-style-type: none"> ▪ Active shooter ▪ Individual wielding a weapon ▪ Intent is deadly harm
ACTIONS	<ul style="list-style-type: none"> ▪ Lock external doors ▪ Use radios to communicate ▪ Call 911 ▪ Inform staff & patrons ▪ Take cover away from view ▪ Be prepared to secure your area ▪ Be prepared to protect yourself ▪ Turn off cellphone ringer ▪ Notify manager ▪ Wait for RCMP “all clear” 	<ul style="list-style-type: none"> ▪ RUN/ESCAPE ▪ Protect yourself ▪ Notify occupants ▪ Call 911 ▪ HIDE – take cover away from view ▪ Secure your area ▪ TAKE ACTION – defend yourself ▪ Wait for RCMP “all clear”

Active Threat – CODE RED

Escape if you can, hide if you can't. Take Action and Fight if you must.

RUN

HIDE

TAKE ACTION

<ul style="list-style-type: none"> ✘ Evacuate if you see or hear an armed intruder and it is possible to safely exit the area. ✘ Exit the area by the shortest and safest means possible. ✘ Understand your environment so you know the best way to get out safely. ✘ Leave belongings behind. ✘ Tell others to leave. ✘ Assist others if you can. ✘ Warn others of the threat. ✘ Call 911 when safe to do so. ✘ Meet at designated muster station. 	<ul style="list-style-type: none"> ✘ Follow lockdown procedures if you cannot evacuate safely. ✘ Take shelter. If you are inside an office or room, stay there. If you are in a hallway or lobby, go to the closest room that's not already locked. ✘ Lock windows and doors and await instructions from emergency personnel. ✘ Barricade the entry if the door does not lock. ✘ Close blinds. ✘ Turn off the lights. ✘ Stay low and keep away from windows and doors. ✘ Keep quiet. Put your cell phone on silent mode. ✘ Remain calm and await further instructions from emergency personnel. ✘ Call 911 if safe to do so. ✘ If the fire alarm is activated, remain where you are and await further instructions from emergency personnel. ✘ Do not open the door for anyone unless they validate their identity as emergency personnel. 	<ul style="list-style-type: none"> ✘ If you cannot run or hide, take other action to protect yourself. ✘ Commit to other actions to delay, block, or overcome the threat. ✘ Work with people around you. ✘ Do what you need to stay alive, including using force to protect yourself. ✘ Look for objects that could be used as tools in self-defence. ✘ Attempting to overcome an armed intruder with force should only be initiated if your life is in imminent danger.
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	LV	LV Admin	CAP	PG
Suggested Safe Rooms	1st Floor Offices Program Room	Room 320 (CS Processing Room)	1st Floor Meeting room Offices Receiving room	1st Floor Meeting room Loading bay
	2 nd Floor Staff area		2nd Floor Flex office Staff room Electrical/Mechanical rooms	2nd floor Staff room
Door Jammers	Program room	Room 320 (CS Processing Room)	Receiving area	Loading bay
Air Horns			Plant beside entry doors.	
Keys	Program room key is at Children's desk	Reception	Info desk drawers	Info desk drawers.
All Clear code	Book drop is clear	Book drop is clear	Book drop is clear	Book drop is clear
Muster point	Chevron station		Thrifty's	A&W

Table 1: <TBD>

Proprietary

Staff Member Assaulted or Physically Threatened

Procedure:

1. Notify the DPC and other staff immediately.
2. The DPC must report the matter to the police.
3. The DPC must notify a Manager immediately.
4. In situations where you are being physically threatened or in imminent danger of assault, the key to staying safe is teamwork and communication.
5. Try to move to a safe location, avoid turning your back on the assailant, if possible.
6. Alert other staff and the public to move away from the area. Use the radios, or yell, if necessary.
7. Wait for the police to arrive.
8. Assault is a criminal offense. Staff members should document what they said, heard, saw and did. If criminal charges are pursued, the information will be necessary. It is also important to identify the suspect or suspects (license plate, etc.).
9. Complete an Incident Report.

The Strategic Leadership Team will determine what further action needs to be taken: e.g. further investigation, violence in the workplace risk assessment, corrective action implementation, banning, risk minimization, referral of employee to the Employee Assistance Program, etc.

Related Policies

- 📄 MG-OHS-01.3 Critical Incident Stress Management
- 📄 B-OHS-02 Preventions of Violence in the Workplace

Verbal Abuse of Staff or Patrons

The Code of Conduct states the Library's employees have the right to work in an environment that is free from discriminatory harassment or personal harassment in any interactions connected to work with the Library. It is unacceptable for a patron to speak to a staff member in abusive language, e.g., obscene, racial slurs, etc.

📌 **NOTE:** If the verbal abuse includes, or is entirely, physical threats, see section, *Staff Member Assaulted or Physically Threatened* on page 24.

Procedure

1. Be calm but firm.
2. Use a team approach – use the radios or Teams to call for backup assistance from a co-worker or approach as a pair.
3. Tell the patron *“I’d like to help you, but I can’t as long as you’re using that language.”* Repeat this or a variation two or three times when you can.
4. If the patron continues to be abusive, ask them to leave for the day and for them to try again another day.
5. If the patron refuses to leave, advise them that they are trespassing and that you will have to call the police.
6. If the patron still refuses to leave, call 911 for the police, and ensure an Incident Form is filled out.

Deviant Behaviors /Non-physical Threats

This section refers to deviants who do not touch or in any way physically harm others.

Your first concern should be for the victim, especially if it is a child. The best way to calm the patron is let the person talk about how they feel as well as about what happened.

These situations call for a team approach.

Stalkers

1. When someone reports being watched or followed in a suspicious manner, get a general description. Note the height, colouring, age, general build and clothing.
2. Although the offender may be gone by the time you report it, use the radios to describe the offender to fellow staff members so they will be aware.
3. The DPC should warn the individual that the behaviour is bothering others, and the police could be called.
4. If the problem persists, the DPC should call the police.

Flashers & Public Masturbation

1. Move away calmly. Do not show shock or alarm. Note as much of a description of the person as possible.
2. Use the radio to inform the DPC and other staff. The DPC will identify someone to call 911.
3. If the offender is still in the building, the DPC will approach them, with another staff member as back-up, and tell them calmly, quietly and with non-aggressive, professional language that their behaviour is illegal and not permitted in the library, and that the police have been called. The person will most likely leave at that point. Our priority is the health and wellness of our patrons, rather than ensuring this person is caught by the police. Note as much of a description for the person as possible to give to the police when they arrive.
4. If the offender leaves the building before the police arrive, call 911 back and inform them that the offender is no longer on the premises. They will most likely still want to come and make a report.

Staff Victim

1. Go to a quiet place and collect yourself (with another staff member, if available).
2. Contact your supervisor for follow up and debriefing.
3. EFAP is available for additional support

Patron Victim

1. Ask the patron if they would like to go to a quieter space while they wait for the police.
2. If they agree, radio other staff to let them know where you are taking the person.
3. Let them talk for a few moments about what happened.
4. If they can describe the offender, get a description.
5. If they want to leave, try to get their contact information to give to the police.
6. Complete an Incident Report.

Medical Emergencies Involving Staff

In event of a medical emergency involving staff, if you are trained in first aid, give what assistance you are capable of/qualified to provide. Otherwise, send for an NVDPL First Aid Attendant. Listings of First Aid Attendants are found:

- ▶ On branch Health & Safety bulletin board.
- ▶ On the HUB's Health & Safety space.

Sending for an NVDPL First Aid Attendant

Upon determining the need for a First Aid Attendant, alert one in your location, advising:

- ▶ Location of casualty/accident
- ▶ Type of accident/injuries, and number of casualties
- ▶ Need for special equipment
- ▶ Whether ambulance is required

If necessary, call 911

If an emergency service (Fire or Ambulance) is dispatched, someone other than the first aid attendant must meet them at a predetermined location (same as given to the 911 operator) to escort them to the accident area.

Transporting Patients to Medical Aid

Per OFA Level One First Aid: Attendants have the option of transporting patients to medical aid by Company vehicle (e.g., van or car), taxi or ambulance (but not the attendant's personal vehicle).

Fill out a First Aid Record.

Gas Leak

Natural gas and piped propane smell like rotten eggs or sulphur. Natural gas is actually odourless, but trace amounts of a chemical called mercaptan which has a distinctive rotten egg or sulphur-like odour is added to it so that, in case of a leak, you can detect and identify it. (Source: FortisBC).

Guidelines:

In the event that there is a noticeable smell of gas (rotten eggs) in the building:

DO NOT:

- ▶ Use lights, elevators, telephones, two-way radios, computers or any other electrical devices, because of the possibility of sparking.
- ▶ Pull the fire alarm.
- ▶ Attempt to shut off the gas supply valve.

Procedure:

Notify the DPC, who will coordinate the following:

1. Notify staff in all other parts of the building (e.g. all floors where employees may be, meeting rooms, etc.).
2. Open all possible doors and windows.
3. Check entire premises for patrons.
4. Calmly evacuate everyone away from the building via the main entrance. If possible, leave the door open as you leave to help the gas vent.

Once outside:

1. DPC will call FortisBC at (1-800-663-9911). Follow their directions. If no one can be reached, call 911.
2. DPC should ensure that all staff members are accounted for.
3. DPC should designate someone to ensure that staff and public keep a safe distance away from the building.
4. Notify a Manager.
5. When the event is complete and operations return to normal, complete an Incident Report.

Fire

Procedure:

If You Discover a Fire in the Building:

1. Immediately sound the alarm by activating the nearest fire alarm pull station.
2. If and only when flames are localized; e.g., in a wastebasket, use the nearest fire extinguisher to try and put out the fire. Aim at the base of the fire.
3. Isolate the fire by closing doors around it if possible.
4. Even if the fire is extinguished, continue with evacuation. The Fire Department will verify the building is safe, and they will reset the panel.

When the Fire Alarm Sounds:

- ▶ The Fire Prevention Officer from the North Vancouver Fire Department has instructed staff to **TREAT ALL ALARMS AS THOUGH THERE IS A FIRE**. Do not ever assume it may be a false alarm.
- ▶ Staff on duty are responsible for evacuating all other staff and patrons from the library as quickly as possible.
- ▶ When the event is over, complete an Incident Report.

Related Procedures

- 📄 See branch-specific policy in the Emergency Manual for the branch's Fire Evacuation Plan, and the location of fire extinguishers and pull stations.

Earthquake

Guidelines:

Be prepared to help yourself and others; remember that official emergency aid and police, ambulances and fire engines may not be able to reach you.

- ▶ Know where first aid supplies are kept in your branch, including flashlights, blankets, water, etc.
- ▶ Keep your first aid training up to date.
- ▶ Earthquake drills will be a regular annual procedure at each branch.

For more in-depth information, consult the NSEM website <http://nsem.ca>. North Shore Emergency Management is where you will find emergency preparedness information and recovery information for North Shore residents.

Procedure:

At the First Indication of the Ground Shaking:

1. Stay inside the building. Advise others to do the same.
2. Move away from windows, shelves and heavy objects that might fall.
3. Take cover under a sturdy table, desk or counter and hold tight. If the above “shelter” is not available, move to an inside hallway or bathroom and brace yourself.
4. Protect your head with jackets, notebooks, or other handy materials.
5. If you notice other people in the building are not taking cover, shout “Take cover” or “Get under the table.”
6. Assist children if possible.
7. Do not use the elevators. If you are in an elevator, stay there. The elevator will not fall in the shaft, and help will be dispatched if the doors jam.

Immediately after an Earthquake:

- ▶ Expect aftershocks.
- ▶ Fire is the biggest danger. Do not use candles or matches or electrical switches until you are sure there is no gas leak. If possible, turn off any light switches you know were on.

Staff in charge are to carry out or delegate the following duties:

1. Check the building for fires or potential hazards. Evacuate the building immediately if it appears to be more dangerous to remain inside; e.g., fire, roof collapsing. The smell of gas warns of potential fire or explosion. Evacuate the building if possible.
2. Take the exit normally used for evacuation if possible (the front door). Use fire extinguishers only on very small fires you are confident of controlling.
3. Provide or delegate First Aid assistance to those most in need. Stop severe bleeding. Check for injuries. Do not move the injured unless necessary. Call for medical help for genuine emergencies that are life safety issues only. Do not tie up phone lines needlessly.

4. Assemble patrons and staff in a safe place inside the building. Attempt a rollcall of staff.
5. If possible, access the supplies stored in the Emergency Preparedness Cabinet. See branch specific section for Cabinet location.
6. Listen to your battery-operated radio for information and instructions, and to hear if and when Emergency Centres will open, (batteries for the radio may be stored in the fridge) at CBC AM 690. If cell service is still available, staff can also gain information from North Shore Emergency Management through the Alertables app.
7. When potential dangers outdoors appear to have lessened, make arrangements for unattended children and adults in need of care, if possible.
8. Post a notice on the door describing the names and whereabouts of the evacuees.
9. Lock the Library after clearing the building.

Proprietary & Confidential

Bomb Scares

Guidelines:

DO NOT:

- ▶ Try to locate the bomb in the hopes of defusing it.
- ▶ Re-enter the building unless advised by the Police or Fire Department.

Procedure:

In the event of a bomb scare / phoned in-threat:

1. If received over the phone, record as much information about the caller and content of the call as possible. Also note the time of the call.
2. Notify the person in charge.
3. Call 911 to alert the Fire and Police Departments.
4. Calmly evacuate everyone away from the building via the main entrance, using the following script over the PA system:
“Attention please – there is an incident in the building, and we need everyone to evacuate immediately using their nearest emergency exit.”
5. The person in charge should ensure that all staff members are accounted for.
6. Notify a manager.
7. Wait for further instructions from the Police.
8. When the event is complete and operations normalize, complete an Incident Report.
9. Be aware of the confidential and free help in dealing with the after-effects of this type of incident via the WorkSafeBC’s Critical Incident Response program. WorkSafeBC coordinates this program for work-related traumatic events such as robbery.

You can call the Critical Response Liaison 9:00 a.m.–11:00 p.m., seven days a week:

1 888 922-3700 (toll-free in BC)

Related Policy

- 📄 MG-OHS-01.3 CRITICAL INCIDENT STRESS MANAGEMENT

Armed Robbery

Procedure:

In the event of an armed robbery:

1. Do exactly as you're told.
2. Even if you don't see a weapon, assume there is one.
3. Never attempt to hold back any money or items. Your safety is of paramount importance.
4. If possible, take note of the robber's appearance (age, height, build, dress, hair colour, eye colour, distinguishable features, scars, tattoos, etc.) and voice.
5. Take note also of the words used as well as the weapon(s) used.
6. Call the police (911) and relay all the information.
7. Notify the person in charge and a manager.
8. Ask any witnesses to stay until the police arrive. Try to make them as comfortable as possible while they wait.
9. Obtain the officer's name and incident file number if possible.
10. Fill out an Incident Report.

Related Policy

- 📄 MG-OHS-01.3 CRITICAL INCIDENT STRESS MANAGEMENT

CHALLENGING INTERACTIONS WITH THE PUBLIC

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Challenging Patron Interactions Overview

Every staff member is responsible for making the Library as pleasant and welcoming as possible. All library users are entitled to friendly professional service.

At the same time, staff members are entitled to some basic rights when dealing with members of the public. For example, staff members do not have to accept verbal or physical abuse, should not have to spend an inordinate amount of time with any one individual and should be safe from sexual harassment or bullying in the workplace.

Most challenging situations in the library can be resolved by listening and speaking respectfully to the patron. In these situations, simply remind patrons of what can and can't be done in the library and invite them to use it appropriately. When you are clear, positive, and friendly the situation usually resolves itself.

When speaking to the patron is not enough, or if the patron creates a persistent problem, they may have to be banned from using the library. (Refer to the *Guidelines for Banning and Minimum Suggested Durations* section on page 14). As well, staff should feel free to phone police in any situation which appears to warrant it.

When to Intervene

At times it is difficult to determine when it is appropriate to take action. When making a decision, consider:

- ▶ Is the situation disturbing other patrons and staff members?
- ▶ Has a patron complained about the situation?
- ▶ Is the behaviour in violation of the Library Code of Conduct?
- ▶ Is the behaviour illegal?

One of the best ways to intervene in a situation, especially one involving two members of the public, a parent and a child, or a member of the public and a staff person, is simply to offer your assistance:

"Hi, I'm library staff. Is there anything I can do to help?"

If you are unsure what course of action to take, examine this manual for guidance in more specific situations, and consult with your fellow staff, the DPC, or any member of the Strategic Leadership Team.

Interacting with Challenging Patrons

1. Interact with challenging patrons in the same way that you would like to be approached: with respect, courtesy and good humour.
2. Be aware of situations or locations where you may be more vulnerable. For example, more isolated areas, spaces where your escape routes would be blocked, poor lighting, etc.
3. If situations are developing, be aware and ready to respond.
4. Approach challenging situations as a team. Utilize tools, such as two-way radios or Teams, to communicate with other staff and ask for assistance.
5. Challenging patrons can exhibit a wide range of behaviours. In managing them, keep these things in mind:
 - a. No matter how strange a particular behaviour may seem to you, it usually seems quite appropriate to the person exhibiting it.

- b. When you use specific skills such as careful listening, rephrasing and positive statements, you will handle well most of the challenging situations you will experience.
 - c. Explain your position in firm, unambiguous language. Avoid using a loud voice, or words which are moralizing or condescending.
 - d. State the consequences (e.g., *“This is a community space that has to be shared with other people, and we need to make sure that behaviour is not overly disruptive to other’s use of the space. You will be asked to leave if you cannot be respectful of that.”*).
6. Use the radios and/or daybooks or Teams channels to communicate with staff about conversations or warnings already given.
 7. Call outside help if necessary.
 8. Document the situation with an Incident Report when necessary.

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Defusing Challenging Situations

1. Clarify the Issue, in a helpful manner

- a. Offer to help in words, your tone of voice, your body language.
- b. Listen attentively for feelings as well as information.
- c. Empathize. When a patron is sure you understand the feelings of anger, the anger level goes down.
- d. Rephrase as a way of focusing on the issue. Use such expressions as: *“As I hear it, you reserved a book about six weeks ago and...”*; *“Let me see if I understand...”*.
- e. Elicit information that your paraphrase was accurate, e.g., *“Is that correct?”*; *“Have I got that right?”*
- f. Make your contribution only when your rephrasing has been accepted by the patron.
- g. When the patron wants to speak, find ways to have the patron accurately paraphrase you and receive your agreement before speaking.

2. Take Action

- a. When the patron’s complaint is legitimate, do something immediately to improve the situation.
- b. When the patron’s complaints are contrary to library policy and they want you to alter established policy, be firm. Define the library’s practices and explain why they exist. Avoid using the word “Policy” because people do not like being read “The Policy”. Alternative words that can be used with less prejudice: “practice,” or “guidelines”; e.g., When the patron insists, simply restate your position. Also, ask if they could come up with an alternative, e.g., *“Is there another way we could do this?”*; *“What would you like to have happen since we can’t do...?”*

3. Get Help

- a. When you cannot defuse the situation, call your immediate supervisor. Often angry people will respond more positively to people who are “in charge.”
- b. If the patron is still not satisfied, call a Branch Coordinator or Manager.
- c. If no Branch Coordinator or Manager is available, take the patron’s name and contact information, and tell the patron you will refer the problem to them as soon as possible. If patron does not wish to leave this information, offer a business card so patron may contact directly. Contact the Branch Coordinator or Manager with information about the interaction, so they can follow up.
- d. If the Manager cannot resolve the issue, the Manager may suggest the patron write to the Director of Library Services.

Sleeping in the Library

Our library is inclusive; however, it is not appropriate for patrons to use the library as a place to sleep. Patrons may nod off momentarily while reading or studying, but snoring or being sprawled out fast asleep on a chair is not appropriate and raises concerns about their well-being.

Any staff member can approach a sleeping patron. If you are not comfortable waking up a sleeping patron, ask one of your colleagues to support you.

Procedure:

When you are waking up a sleeping patron:

- ▶ **Do not touch the sleeper.**
- ▶ Attempt to wake up the sleeper by making a sound such as “Excuse me!” Do not alarm the person. Approach them from the side, giving yourself plenty of room to move back.
- ▶ Once the person is awake, ask them if they are ok, and let them know that the library isn’t an appropriate place to sleep. Some suggested language is: “Hi there, unfortunately you’re not allowed to sleep in the library. You are welcome to sit and rest, but you have to stay awake.”
- ▶ If the person is a habitual sleeper you can say:

“You’ve been to the Library before. You understand the rules. You need to be awake to stay in the Library or I’ll have to ask you to leave.”

Children Lost or Left Unattended

Signs are posted in all branches indicating that the library is a public place and children should not be left unattended on the premises. However, when a child does become separated from parent(s) or guardian(s), the child is often frightened and crying, or the parent/guardian is in need of assistance. In the first instance, it is important to reassure the child immediately that their parent will be found. In the second instance, it is important to act quickly and decisively.

Procedure – Child is Left Unattended:

1. When you have determined that a child is lost or left unattended, immediately reassure them that their parent will be found, and stay with them.
2. With the child, walk around the immediate area/department to try and locate their adult.
3. If this search is unsuccessful, use the radios to communicate to all staff that there is a child looking for their parent.
4. Ask them to search their respective areas, giving them any details or description that can be determined from the child.
5. If parent or guardian is not located within five minutes, you may use the public address system
 - a. See *Public Address (PA) Announcement Guidelines* on page 12.
6. If parent or guardian does not respond to the PA, and if their phone number can be determined, you may call the parent

Procedure – The library is closing:

1. If closing time is approaching and the parents/responsible adults haven't returned for their child or cannot be contacted, you calling 911 and report it to the police.
2. The DPC and another staff member will remain with the child until arrangements have been made with a responsible family member or police. Under no circumstances should the child be taken home by a staff member. Nor should the child be taken off the work site by a staff member.
3. Complete an Incident Report form.

Procedure – Parent/Guardian Reports their Child Lost in the Library:

If a parent/guardian approaches you to report a lost child:

1. Ask for a brief description of the child – gender, age, hair colour, and clothing.
2. Ask the parent/guardian to post themselves by the front entrance. It may be necessary to explain to the parent/guardian why they are better off to wait by the exit door instead of actively seeking their child. Here's why:
 - a. They are best able to identify if their child is leaving the building.
 - b. We need to know where they are to report updates.
 - c. When/if police arrive, they will want to speak to parent/guardian immediately.
3. Immediately radio staff to position themselves at all possible exits to look for the child. If possible, keep the exits in sight.

4. Make sure to check out-of-the-way corners, washrooms and elevators. Child may be hiding out of fear or thinks it's a game. Check the area immediately outside the front doors.
5. Inform DPC and a Manager of situation.
6. Once the building has been searched, if the child is not found, call 911.
7. Continue searching while waiting for police to arrive. Include a brief search of the immediate area around the entrance outside. **Never hesitate to call 911—you can call back to cancel if child is found.**
8. When the situation is resolved, inform all staff involved in the search.
9. Fill out an Incident Report Form

Related Policy

- 📄 B-OP-04 CHILDREN UNATTENDED IN THE LIBRARY

Proprietary & Confidential

Loiterers in the Children's Department

Guidelines:

- ▶ The library's spaces are intended to be welcoming and safe for everyone. The Children's areas are intended to provide welcoming and safe places specifically for children and their caregivers.
- ▶ There are many legitimate reasons for adults without children to be in the children's area: for instance, teachers, education students, parents without their children present or new library users exploring the space.
- ▶ If there is an adult not accompanying a child who appears to be loitering in the area and whose behaviour or demeanor causes staff or patrons concern, they should be monitored by staff and where the situation warrants, staff should intervene.



If at any time the situation escalates where a person's safety—especially a child's safety—is at risk, contact 911 immediately.

Procedure:

If there is reason to be concerned about the safety of the space and its users, especially children:

1. Be very visible and available to the loiterer, perhaps shelf-read close to them or sort displays so that they are very clear of your persistent presence.
2. See if you can discover the purpose of a single adult's presence; e.g., inquire with the person if you can be of assistance in finding resources for them or appropriate seating (elsewhere in the library).
3. Wording that may be helpful when having this conversation:
"Hi there, can I help you find anything?"
"If you are looking for reading or study space, there are other parts of the library that I recommend to you such as (list some options in the adult areas). This is the children's' area, and there is limited space available for children in the library, so we do encourage adults to use the spaces other than the children's area."
4. **If the loiterer is not inclined to leave the area and you continue to have cause for concern:**
5. Use the radios to alert the DPC and other staff to the situation.
6. The DPC or manager should inform the patron that we will need them to move to a different area or leave for the day.
7. Designate someone to call non-emergency police or do so yourself.
8. Complete an Incident Report form.

Unacceptable Behaviour by Groups

Guidelines:

In these situations, treat teenagers and adults alike, and assume their best intentions even when what they are doing at the moment makes it difficult. While in your mind you may be judging their behaviour (“silly, foolish, childish”) try not to speak or act in a judgmental way. Instead, be descriptive and clear about what they can do and what they can’t do in the library.

Most of the time what they are doing – talking, laughing, shoving – may be fine, but inappropriate in a library. Show in actions and words that you feel fine about their behaviour, but not in the library. When you accept them and speak only of their behaviour, you are more likely to get cooperation from anyone, especially teenagers.

- ▶ Make your statements as choices:
 - *“You’re welcome to (read...do homework...find books...) as long as you don’t (talk loudly...laugh...move furniture...) because that disturbs others.”*
 - *“If you do want to (visit with friends...laugh...run around...) please go outside and then you can come back when you’re ready to (do your homework...etc.)”*
- ▶ You are more likely to get cooperation when you are clear, firm, friendly and positive.
- ▶ Be careful not to physically touch people. Even a well-intentioned pat on the shoulder can be misconstrued later and difficult to defend. As well, teenagers are particularly sensitive to being “pushed around” by adults.

Procedure:

1. Approach the group and tell them they are free to stay if they stop the specific behaviour; i.e., what they can do and what they can’t do. Explain why it is disruptive.
2. Give a second warning if the group continues the behaviour. Call a co-worker if necessary.
3. Notify the DPC.
4. If the group ignores the warning, the DPC should tell the group to leave.
5. If the group refuses, call the police – 911.

Computers/Devices and Disruptive Behaviours

This section provides guidelines for addressing disruptive behaviors related to computer usage and personal devices in the library. Three key scenarios covered in this section are:

- ▶ Illegal Content - Child Pornography,
- ▶ Sexually Explicit Content on Computer Screens (Not involving children), and
- ▶ General Noise and Rowdiness at Computers.

Illegal Content - Child Pornography

Guidelines:

- ▶ Child pornography is illegal (see *Figure 2* below). If staff notice, or a patron reports, a user is viewing pornography of a child or children, or is engaged in other illegal activities, staff must contact the police.

163.1 (1) In this section, *child pornography* means

(a) a photographic, film, video or other visual representation, whether or not it was made by electronic or mechanical means,

(i) that shows a person who is or is depicted as being under the age of eighteen years and is engaged in or is depicted as engaged in explicit sexual activity, or

(ii) the dominant characteristic of which is the depiction, for a sexual purpose, of a sexual organ or the anal region of a person under the age of eighteen years;

(b) any written material, visual representation or audio recording that advocates or counsels sexual activity with a person under the age of eighteen years that would be an offence under this Act;

(c) any written material whose dominant characteristic is the description, for a sexual purpose, of sexual activity with a person under the age of eighteen years that would be an offence under this Act; or

(d) any audio recording that has as its dominant characteristic the description, presentation or representation, for a sexual purpose, of sexual activity with a person under the age of eighteen years that would be an offence under this Act.

Figure 2: Definition of Child Pornography, Criminal Code (R.S.C., 1985, c. C-46)

Procedure:

If staff notice, or a patron reports, a user is viewing pornography of a child or children, or is engaged in other illegal activities:

1. Call 911 immediately. Notify other staff of the situation via the radios.
2. If the offender is still in the building, the DPC will approach them, with another staff member as back-up, and tell them calmly, quietly and with non-aggressive, professional language that the material they are viewing is illegal and not permitted in the library, and that the police have been called. The person will most likely leave at that point.
3. Note as much of a description for the person as possible to give to the police when they arrive.

4. If the offender leaves the building before the police arrive, call 911 back and inform them that the offender is no longer on the premises. They will most likely still want to come and make a report.
5. Complete an Incident Report.

Sexually Explicit Content on Computer Screens (Not involving children)

In the event of a library patron viewing sexually explicit content while on library premises, our first commitment is to balance patron privacy with ensuring a comfortable environment for all library users.

Use the following guidelines to assist you in addressing complaints involving sexually explicit content.

❗ **IMPORTANT:** Remember, viewing sexually explicit content that involves children IS illegal and must be handled accordingly. See *Illegal Content - Child Pornography*, on page 43 for details.

Guidelines:

- ▶ If you see something problematic, pre-emptively advise that person that what they are viewing is not appropriate in a public space. Being proactive may forestall complaints and help people who are upset to feel more comfortable using the Library.
- ▶ If a patron complains about another patron's computer use:
 - Your role is to take it seriously; investigate and use discretion in taking the next steps. If you don't feel confident to resolve the situation, notify a Manager, the DPC, or someone else immediately.
 - Keep your response as simple as possible. Refer to *Key messages*: below for examples.

Key messages:

"We appreciate that you've drawn this to our attention. Thank you. I'm sorry you saw/heard something that disturbed you. I will go and talk with the person right now."

"We take the safety and comfort of all our patrons very seriously."

"Situations like this, while they do occur, are infrequent."

"Library staff will handle it from here on."

Procedure:

1. Approach the patron, addressing the complaint discreetly.
 - a. Say: *"We've received a complaint that your content is disturbing others."*
 - Avoid saying something like *"you can't watch pornography in the library."*
2. Request volume adjustment and suggest a more private workstation if possible.
3. If the patron denies watching pornography, etc. (and you didn't actually witness it), be understanding but firm.
 - a. Say: *"Misunderstandings can happen. Please be aware you are in a public space that we want to be welcoming for everyone, so you need to make sure what you're doing doesn't disturb others."*
4. If the problem persists either on the same day, or if there has been a new patron complaint (or staff observation) on a different day, the patron can be told to leave for the day.

- a. Note that this is not a patron 'ban', but it does let the patron know that they are responsible for their behaviour while in the Library and that there are consequences for not upholding the Code of Conduct. Specifically, their behaviour was deemed disruptive to others, they were asked to change the behavior and they didn't, so they have been asked to leave.)
 - b. Say: *"You've been spoken to about not using computers that are visible to others because it disrupts their enjoyment of the Library. You need to leave for today. You can come back tomorrow."*
5. If the person refuses to leave after being told to leave, call the police.
 6. Document the situation with an Incident Report.
 7. If a patron's behaviour becomes a pattern, an official ban will be considered.

General Noise and Rowdiness at Computers

Guidelines:

- ▶ Library computers are not in 'Quiet' zones, allowing reasonable conversation.
- ▶ Intervene if excessive noise disrupts other patrons.

Procedure:

1. Politely approach the person responsible for noise, explaining the disruption.
2. Advise volume adjustment and issue a warning.
3. Provide a second warning if necessary, stating potential expulsion.
4. If warnings are ineffective, ask the person to leave, informing other staff via radio.
5. If refusal persists, involve the police, completing an Incident Report.

Follow-up Conversations to Incidents

Sometimes a complainant will not be happy with the outcome of an incident. As mentioned, these are difficult balancing acts, and it's unlikely they can be resolved to everyone's satisfaction. The complainant may approach other staff members to try and elicit a response more to their liking. Refer to the following guidelines.

Guidelines:

- ▶ Avoid becoming involved in a more in-depth conversation while the incident is ongoing. Your first priority is to investigate what is happening and respond as necessary. For example:

"Thank you, we are aware of the situation, and we are addressing this issue according to our protocols."

- ▶ If you were not involved in the incident, avoid getting drawn in (unless it's your colleague asking for help). Circulation staff can reiterate the key messages and refer the matter back to the DPC. Information desk staff, if they feel comfortable, can talk about the intellectual freedom statement policy, and if it comes up, the Library's position on using filters, which is:

"We don't have filters on any of our computers and we don't monitor what people choose to view. This is part of our commitment to free, open, and equal access. We also have a commitment to

ensuring the Library is a welcoming space for everyone. Computers in the Children's area are reserved for use by children and adults who are with children. If a situation arises that interrupts someone's enjoyment of the Library, we will address it."

- ▶ If you do not feel comfortable continuing a conversation, or if the patron wishes to follow up further, you can give them the business card of Manager, Community Connections or Manager, Welcoming Initiatives.
- ▶ Staff may have their own opinion about explicit images, graphic violence, or other issues, but when you are at work, you are representing the Library and upholding the Library's policies and practices. If asked your personal feelings/opinion, do not give a reply--right now, your personal opinions are not relevant to the situation.
- ▶ This is not the time to launch a passionate defence of free speech or to remind the patron that no one has the right to ever be offended. Nor is it the time to agree with them that whatever the issue is wrong or shocking and should not be happening in the Library. We can commiserate that they saw something that disturbed them and assure them that we have practices in place to ensure the space remains welcoming to everybody.

Other key messages:

"The Library is an inclusive community space which adheres to the Canadian Federation of Library Associations' Statement on Intellectual Freedom and Libraries."

"A Code of Conduct is in place to ensure everyone is welcome, respected, and feels safe."

Smoking or Vaping in the Library

Guidelines:

If you observe a patron smoking or vaping in the Library:

- ▶ Remind patrons that smoking/vaping is not allowed in the building.
- ▶ Ask them to stop, or to step outside to smoke and return when finished.
- ▶ If necessary, refer to the District of North Vancouver's Smoking Regulation Bylaw 7792 (referenced below).

Summary of the District's Smoking Regulation Bylaw:

The District's Bylaw came into effect as of May 15, 2010, and prohibits smoking or vaping within six meters of:

- ▶ A patio connected to a business (this means, for example, no smoking on or near your neighbourhood coffee shop, restaurant or pub patio),
- ▶ A transit stop or transit shelter if other people are there,
- ▶ Any opening into any building, including any door or window that opens, or any air intake,
- ▶ Children's play equipment or playground,
- ▶ A playing field, swimming beach, food concession, picnic area or skateboard park,
- ▶ The site of any public event or activity that the District has authorized by the issuance of a permit,
- ▶ The grounds of any municipal building used for public recreation,
- ▶ Any park or trail, and
- ▶ Lynn Valley Village or Maplewood Farm.

Overly Chatty Patrons and Inappropriate Conversations

Chatty patrons are often lonely people, or people who need attention for other reasons. Try to strike a balance between recognizing that need, maintaining your welcoming role and doing your other work.

Guidelines:

It is important to set appropriate boundaries with patrons who want to engage with staff beyond pleasantries or regular library business, where conversation might veer to inappropriate or uncomfortable topics.

- ▶ Respond politely but briefly. Then use “closing” statements; e.g., *“Well I hope that helps”*; *“Good, well, it’s back to work now”*.
- ▶ Deflect with: *“is there something library-related I can help you with?”*
- ▶ If a patron continues a long conversation, politely explain that you must return to work or help another patron. Move away.
- ▶ Other staff members should watch for situations like this and intervene, if necessary, to break up the conversation:
 - a staff member could call the desk where the interaction is taking place to create a distraction.
 - the staff member involved could pretend they are getting notification that they are needed over the radios.

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Computer or Network Problems

The best way to contact the Learning, Innovation and Technology Dept. about a computer problem is to send in a [Helpdesk ticket](#).

In cases where you can't access the Helpdesk form, send an email directly to systems@nvdpl.ca

For urgent problems on the weekend or in the evening please let LIT know by calling the Manager of LIT at 604-834-3652. On weekends, you can also call the Branch Coordinator who is working. They will have access to additional contact numbers for issues that are District-related.

What is an urgent problem that warrants calling the LIT Manager no matter the time?

Library system (ILS, website or Discovery Layer)

Widespread problem affecting multiple staff not able to use Horizon or BiblioCommons – e.g., Horizon won't launch, BiblioCommons or nvdpl.ca is down

Public computers

Widespread problem affecting multiple public computers – e.g., PC Reservation is down.

Internet

Widespread problem with Internet – e.g., Internet is down for all staff or all public computers.

Phones

Widespread problem involving all phones at a location – e.g., being unable to make or receive calls, no voicemail, etc.

Self-checkout machine

More than one machine having problems like not reading patron cards or not reading any items. Try the troubleshooting tips on the HUB first. If the control card or rebooting doesn't help, please call.

Power failure

If the power goes out at any location, please call any Manager. Even if the power comes back on momentarily there may be continuing problems that may not be evident.

Non-emergency, but important issues that will require a Helpdesk ticket:

Issues that require a Helpdesk ticket:

- ▶ Network files not accessible
- ▶ Issues with individual PCs
- ▶ Any issues with Konica Multi-Function Devices (MFDs)
- ▶ If wireless network goes down, but Internet access is available
- ▶ The intranet (HUB) is down

Elevator Stuck



If there is a medical emergency in the elevator, call 911.

Procedure:

If a person is inside elevator:

1. Calm the Patron.
2. Assure the person they are safe inside the elevator. If they ask, assure them that there is more than enough air in the elevator for twice the number of allowed persons. Vents according to the elevator code are behind the panels.
3. Try pressing the elevator buttons on a different floor to reset the elevator. If no response, try the buttons on another floor.
4. If after several minutes the elevator is still not working, call the elevator service company for your branch (see Emergency Phone Lists for Branch specific elevator service contact and phone number).
5. Tell the person stuck that the elevator company is on the way, and that it is necessary to have their technician deal with the elevator.
6. Ask the person if there is someone we can phone for them.
7. Position a staff member by the elevator door to talk to the person (or read) for reassurance. If the patron does not like the constant conversation approach, have the staff member frequently ask the patron to respond to a question.

If no one is inside the elevator:

1. Place signs on the elevator doors and over the elevator buttons on each floor saying the elevator is out of order.
2. Email the branch maintenance for any elevator issues:

lvmaintenance@nvdpl.ca

pgmaintenance@nvdpl.ca

capmaintenance@nvdpl.ca

Hazardous Situation External to the Building

An **EXTERNAL** situation where there is a risk outside of the library. The risk is not linked to human violence. Examples of such hazards include wild animal, inclement weather, power lines down, tree fallen, etc.

Procedure:

1. Stay inside.
2. Use radios to communicate with staff.
3. Use the PA system to inform the public of the situation and recommend staying inside.
4. Provide regular updates, if possible.

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Power Failure

- 🔦 **NOTE:** See Branch Specific section for location of flashlights and key contacts that may be required, including the elevator company, etc.

In the event of a power failure

1. Top priority is to connect with all staff and patrons to ensure they are safe and to inform them that the DPC will be gathering more information to advise on next steps. An outage during daylight is not as critical as one that occurs during darkness. Encourage everyone to remain calm.
2. Ensure nobody is trapped in the elevator. If there is, call the elevator company. If elevator service cannot come soon, call the Fire Dept. at 911.
3. The DPC will gather information on severity and estimated duration of the outage by referring to a BC Hydro resource (our phone system will be inoperable. Use a cell phone or red emergency phone to communicate), such as:
 - a. call BC Hydro (1-888-769-3766)
 - b. check the Outage Map: <https://www.bchydro.com/power-outages/app/outage-map.html>
 - c. visit the BC Hydro Twitter account: <https://twitter.com/bchydro>
 - d. dial *HYDRO (*49376) on your cellphone.
4. Notify a manager. They will work with the Communications team to advise the public and staff at other branches of the outage.
5. Notify LIT Dept.
6. If conditions constitute a significant safety risk, the Manager and the DPC will discuss closing the library with the Director of Library Services or designate. Considerations will be factors such as darkness and temperature in the library. In the absence of any managers, the Director of Library Service or designate, the DPC will make the decision.

Closure of Library Due to Power Failure

Follow normal closing procedures as much as possible. Additionally, follow these procedures related specifically to a power outage closure:

- ❗ **IMPORTANT:** If it is evening and/or dark, you have approximately 30 minutes to get everyone out of the building before the emergency lighting goes off and the building will be dark.
1. If exiting patrons have materials to sign out, and if it is safe, and if there is adequate light and time, use the manual circulation method. If there is not adequate light and time, simply evacuate the building.
 2. Turn off as many lights, computers and monitors, both staff and public, as possible.
 3. Turn off power bars on computers to prevent damage from power surges.
 4. If there are any unattended children in the library, follow procedures for *Children Lost or Left Unattended*, page 39.
 5. Do not attempt to cash out. The register will be locked.



6. If it is light enough and warm enough, staff may continue with any work they are able to do.
7. When Power Comes Back On:
 - a. Notify a manger that the power is restored.
 - b. Notify the branch alarm company that the power is restored.
 - c. Notify the LIT Department that the power is back on. Wait to hear from LIT staff before logging into Horizon. Even if a login prompt is displayed WAIT for the ALL-CLEAR message.
8. The Fire Annunciator Panel should reset itself after the power is restored. If the panel does not reset, contact a security, for advice (except LV).
9. Check that the elevator works. If not, mark out-of-order and email branch Maintenance.
10. Check that the phone system has rebooted. If not, inform LIT.
11. Check that the PA system is operational. We can make a test announcement, but evening staff should be asked to verify that the automated closing announcements work. If there is an issue, inform LIT.
12. Check that the Wi-Fi (public and staff) is operational. If not, inform LIT.
13. Restart public computers and ensure the internet and PC Reservation is working. If not, inform LIT.
14. Restart staff computers. If there are issues, inform LIT.
15. Restart self-checkouts. If there are issues, inform LIT.
16. Turn on MFD and Print Release Station.
17. Maintenance person should check the computer for the HVAC system to see if settings need to be reset.
18. Fill out an Incident Report.

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13. Maintenance person should check the computer for the HVAC system to see if settings need to be reset.
14. Fill out an Incident Report.

Related Procedures

-  See *Unscheduled Closures* section, on page 18
-  See *Staffing Procedures During Closures*, on page 19

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Bodily Fluids (Including Blood, Semen, and Vomit)

(as documented in the JOHS section of the HUB)

While it is unlikely, library workers could be exposed to unpredictable health risks while on the job, such as Hepatitis B or C or HIV. It is possible to become infected from a single exposure to certain infected body fluids such as saliva, semen, or blood. Urine or vomit that has visible blood in it is also at risk. Prevent exposure by following the safe work practices described below.

Guidelines

- ▶ **Treat any encounter with body fluids as if they are infectious.** This is necessary since people can carry the Hepatitis and HIV viruses without any visible signs, and without knowing it.
- ▶ Protect yourself by wearing gloves and washing your hands thoroughly with soap and warm water afterwards. Decontaminate the area in which the body fluids are found. Use the germicide and paper towels and/or spill sheet provided in the branch Spills Clean up Kit to clean up any spilled blood, semen, or vomit.
- ▶ Do not wash and reuse gloves. Use new gloves for each task.
- ▶ Disinfect any tools used (tongs, etc.). Leave disinfected area to air dry. Allow tongs to air dry for 10 minutes before storing them.
- ▶ When dealing with a spill's situation, prevent other people from interfering with the area. Have another staff member, or library patron, assist you to keep people back from the area.
- ▶ If you can clean up the area, see the section below. In the event you find the area beyond what can be safely managed with the Spills Clean Up Kit, close off the area and advise a manager and the branch maintenance personnel.

Spilled Blood, Vomit, Semen—Clean Up Steps

If you must deal with the safe clean-up of any blood, vomit, or semen, or if you must dispose of a used condoms or needles, follow these steps:

1. **Gather your tools:** Gather gloves, absorbent towels and/or spill sheets, goggles and a plastic garbage bag from the Spills Clean Up Kit.
2. **Protect yourself:** Wash your hands or use an alcohol-based hand rub, then put on the gloves and goggles.
3. **Clean up:**
 - a. With gloves on, soak up the spill with the absorbent towels. (If the situation is a used condom, use tongs and deposit the item in the plastic bag. If the situation is a needle, use tongs and deposit it in the yellow sharps container.)
 - b. Throw the soiled towels in the garbage bag, along with any other contaminated items (magazines, etc.).
 - c. Depending on where the spill is or on what surface – such as a chair or easily pulled-up carpet tile – remove the item from the public space. If this is not possible, place the yellow plastic caution sign over the spill area. And in either case, send an email to maintenance (lvmaintenance@nvdpl.ca;

pgmaintenance@nvdpl.ca ; or capmaintenance@nvdpl.ca) so that any additional cleaning or repair can be done.

- d. Remove gloves in the safe, prescribed manner (method below), and deposit them in the same garbage bag.
- e. Tie the garbage bag securely and place it in the regular garbage for disposal.
- f. Wash your hands with warm soap and water, or if unavailable, use an alcohol-based hand rub.
- g. Disinfect all equipment used (tongs, goggles, etc.) with liquid disinfectant or disinfectant wipes and let air dry before replacing in their plastic bags for storing. Perform your clean-up in a janitor sink or the bathroom—not in the kitchen sink in the staff room.
- h. Complete an Incident Report form.

Removal of Gloves: Safe Method

Follow the steps below to safely remove gloves, while avoiding contact with any bodily fluid:

1. With both hands gloved, grasp the outside of one glove at the top of the wrist.
2. Peel off this glove from wrist to fingertips, while turning it inside out, as you pull the glove off your hand and away from you.
3. Hold the bunched-up glove you just removed in the fingertips of your gloved hand.
4. With the ungloved hand, peel off the second glove by inserting your fingers inside the glove at the top of the wrist.
5. Turn the glove inside out while pulling it away from you, leaving the first glove inside the second.
6. Dispose of the entire bundle promptly in a garbage bag.
7. Immediately wash your hands with soap and warm water

Spilled Blood, Vomit, Semen: Exposure

Blood and body fluid contact with intact skin is not considered to be a risk for the spread of blood borne pathogens. You should wash your hands and all affected skin areas immediately.

If you are directly exposed to blood or body fluids in a fashion that is unsafe (e.g., broken skin):

1. Stop what you are doing and seek first aid.
2. Eyes and mucous membranes: flush for 15 minutes with water or normal saline.
3. Skin: wash well with soap and water for 15 minutes.
4. Needle stick: wash puncture site with soap and water for 15 minutes.
5. Promote bleeding of wound by lowering extremity below level of the heart if possible.
6. Do not promote bleeding by cutting, crosshatch scratching or puncturing skin.
7. Report the incident to a supervisor and a first aid attendant.
8. After first aid, seek medical attention immediately.
9. Obtain medical assessment, treatment and advice.

10. Follow up: provide information to your supervisor to assist in accident investigation and WCB reporting.
11. Complete the WorkSafeBC claim forms.

When is a WorkSafeBC claim form required?

When a work-related exposure incident requires medical attention beyond the level of service provided by a first aid attendant, the employer must fill out and submit claim forms to WorkSafeBC. Visit WorkSafeBC.com for up-to-date forms. The Employer completes the Form 7; worker completes Form 6; Doctor completes Form 8/11).

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Abnormal Working Conditions

Guidelines – General

- ▶ Employees' dress for work should allow them to be responsive to temperature fluctuations; e.g., layers allow for easy removal or to put on as temperatures fluctuate.
- ▶ Ensure hydration, even if not feeling thirsty.
- ▶ Adjust work demands. Consider scheduling strenuous jobs to cooler times of the day and slowing the pace of work.
- ▶ Weather Resources include:
 - Metro Vancouver Weather Forecast – Environment Canada
 - District of North Vancouver – Snow Removal
 - City of North Vancouver – Snow and Ice Removal
 - North Shore Emergency Management Office
 - HighwayCams From DriveBC
- ▶ When using personal fans or heaters in the workplace, be aware that they can impact the proper functioning of the HVAC system so use them with caution. Also be sure to use them with due care, placing them safely when in use and when not. Turn off and unplug when not in use.
- ▶ Similarly, it is advised to leave windows closed in order to allow the HVAC to do the most efficient job of regulating temperature and air flow. When working properly the HVAC system is designed to continually adjust to indoor sensors--opening windows to cool one area can throw off the sensors and cause an imbalance in a neighbouring area.
- ▶ For heating or cooling issues the preferable course of action is to send a maintenance request indicating the area of concern to the appropriate e-mail: lmaintenance@nvdpl.ca ; pgmaintenance@nvdpl.ca ; or capmaintenance@nvdpl.ca

Guidelines – Extreme Temperatures

In the event temperatures inside the branch fall below 17° C (63° F) or rise above 30° C (86° F):

1. Advise the Branch Coordinator/maintenance person/maintenance supervisor of the situation and obtain information on expected duration.
2. The DPC notifies the appropriate Manager and advises on the particulars, including information received from affected staff. The DPC may recommend to the Manager whether early closure may be required. That person needs to keep the Manager apprised of deteriorating conditions.
3. The DPC alerts patrons that conditions are deteriorating, and that closure may need to be put into effect.
4. When the temperature has reached and remained at 30° C (or below 17° C) for at least two hours in spite of attempts to cool the location with open windows and fans (or warm the location with space heaters), in conjunction with the information from the key branch contacts, the Manager may determine and approve branch closure.

Related Procedures

📄 See *Closing Early—Procedures for Branch Staff*, page 18

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Working Alone

When entering the building, disarm the security system and ensure the door to the building is locked. These actions provide information to the monitoring company that a staff member has entered the building at a specific time, as well as maintain the security of the building.

With the exception of Maintenance staff, no other staff member should use a ladder while working alone in the building. Maintenance staff should not undertake the following activities when working alone in the building:

- ▶ Do NOT climb ladders over 10 feet (3 meters) in height.
- ▶ Do NOT go up on the roof of the building.

When working alone in the building, all staff must call or text their Manager when they arrive and every 1.5 hours thereafter, whenever they leave the building and at the end of the day. If they miss a check-in, their Manager must attempt to contact them. If they cannot be reached, their home should be called and/or the site visited.

In addition to the above instructions, job-specific 'working alone' written procedures may be developed in your area. Consult your supervisor for these procedures.

Bicycles, Skateboards, Scooters, Rollerblades

To prevent damage and accidents, bicycles, skateboards, scooters, ski/snowboard equipment and rollerblades are not permitted in the Library, including entranceways and use on outside patios.

Guidelines:

- ▶ Inform patrons that bicycles etc. must be kept outside the building.
- ▶ When there are bicycle stands, indicate where they are.
- ▶ Parts of bicycles, such as seats and wheels, may be brought inside for security reasons.
- ▶ If patrons ask if they may leave skateboards, scooters or rollerblades at Circulation Desk for security if they need to enter the Library, and there is space for them, we can accommodate this on a case-by-case basis.

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Graffiti

The RCMP would like all graffiti, no matter how big or small, to be reported, with a picture, details about the location of the damage and a note as to if it is being cleaned up immediately or will be left for a bigger area clean up in the future. This is needed because when the RCMP is successful in apprehending a graffiti vandal, they can be charged with multiple offences and not just the one they were caught on. Most graffiti vandals are trying to be noticed by tagging multiple times. One graffiti vandal can be responsible for hundreds/thousands of tags.

The District of North Vancouver is also asking for staff to report all graffiti to the DNV.

DNV Bylaws advises:

- ▶ Report any graffiti to Bylaws (send photo if possible).
- ▶ Bylaws will send around an officer to document it and check out the surrounding buildings/area to see if there were any more incidents and will report it to the RCMP.
- ▶ It has been recommended that a professional graffiti removal company be hired rather than tackling it ourselves. Please advise the Business Manager to follow up with a graffiti clean-up contractor.
- ▶ If graffiti is noticed in the evenings or weekends and staff feels it needs immediate attention, please contact a Manager.

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Pets

Pets are not allowed inside the Library except for Service animals and Therapy animals, or such animals in training.

Guidelines:

If you see an animal in the library that is not clearly marked as a service or therapy animal, approach the patron, and inquire whether it is indeed a service animal.

- ▶ If they say yes, we take them at their word.
- ▶ If they say no, inform them that pets are not permitted in the library.

If the behaviour of a service or therapy animal becomes disruptive in the library, then we can ask the handler and animal to leave, as per the code of conduct.

Concerning pets outside the Library building:

The District of North Vancouver has a DNV Animal Bylaw #5981 that specifies people shall not “leave an animal unsupervised in a park or public place” (Amending Bylaw #7546).

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Lost or Found Articles

Lost Items

When a library user reports their property such as a purse, cellphone, wallet, personal device, or briefcase missing or stolen:

- ▶ Suggest they retrace their steps while in the building.
- ▶ If the item is not found, staff may help search inside the building.
- ▶ Encourage the patron to notify police if item is not located.
- ▶ Take the patron's name and phone number in case the item is later located.

Found Valuables

Each branch has a designated area to store found items. For found items:

- ▶ Note the date found on any valuable item.
- ▶ Hold less valuable items (under \$30) for 30 days.
- ▶ Clothing, etc., may then be thrown away or donated to a charitable organization.

Items that are not claimed within three days are turned over to the RCMP. The RCMP would appreciate if we would minimize handling, preferably by using a plastic bag to pick up and store the item(s) and affix a note to the bag providing as much information as possible about where the item was located, and any circumstances related to its discovery.

Please call North Vancouver RCMP Community Policing (non-emergency) at 604.985.1311 to communicate which Service Desk and library the item is being held at. Inform your colleagues on the desk and a Manager that community police have been called and why.

ID such as Drivers Licence, Wallets or Passports:

- ▶ If possible, immediately notify the patron using information in their library account.
 - Patron would need to provide additional photo ID in order to collect the found item.
 - If they are not able to provide additional identification, it is sufficient for them to be able to provide detailed information about the contents of the item.