

# Library Code of Conduct

Public Libraries are for Everyone's use and Enjoyment.  
For the benefit and safety of others, while in the Library Building

## **LIBRARY USERS MUST NOT**

- Disturb or interfere with any person's comfort and use of the Library
- Verbally Abuse or harass staff or others
- Persistently argue or display belligerence toward other users or staff
- Refuse to follow established Library use Policies
- Be intoxicated
- Fight
- Cut, tear, deface, break, damage or steal library property
- Leave children under the age of 8 unattended
- Beg or sell services, goods, wares, merchandise or any substance
- Obstruct entrances or exits
- Eat or drink in the Library
- Have inappropriate dress (i.e. exposing underwear)
- Bring animals into the Library (unless animal is a registered assistance animal)
- Bring bicycles into the building
- Wear rollerblades, skateboards, scooters, and similar equipment
- Use of cellular phone or device that disrupts others

**VIOLATIONS OF ANY OF THE ABOVE MAY RESULT IN  
SUSPENSION OR RESTRICTION OF LIBRARY PRIVILEGES  
INCLUDING BANNING FROM THE LIBRARY PREMISES. CRIMINAL  
OFFENCES MAY RESULT IN PROSECUTION!!**

***The Library should be a pleasant place for the public who use it and the staff who work in it. Staff are expected to treat patrons with courtesy and respect. Patrons are also expected to be courteous and respectful to their fellow patrons and library staff.***

When rules are not followed staff will:

Assess the situation and immediately ask the patron to leave the library if their offence is one of a criminal nature or one that places other members of the public at risk (i.e. intoxication).

If the offence is less serious in nature (i.e. eating in the library) the staff member will remind the patron of the rules of the library and direct patron as to what the suitable course of action is (i.e. "There is no eating in the library. Please place your food or drink on the front counter until you leave.") If the patron does not follow the directive they will be asked to leave the library.

A ban may be issued for a length of time deemed appropriate by the library employee for:

- Verbal abuse
- Harassment
- Arguing/Belligerence
- Creating a Disturbance
- Intoxication
- Use of Alcohol, Drugs or Tobacco in the Library
- Misuse of Washrooms
- Fighting
- Intrusion into Non-Public Areas
- Attempting to Damage or Steal Library Materials

Bans may be extended if there are repeated infractions within a short amount of time or when the initial ban is in place.

When a ban notice is issued:

- Staff must fill out the ban notice, sign it and have the Manager sign it (possibly at a later time).
- A yellow copy must be given to the banned individual
- Staff must record the event in the incident book, or fill out an incident report if authorities are called.
- If the length of the ban is extended, a new Ban Notice must be filled out and a yellow copy given to the individual.

If a criminal offence is committed (including, but not limited to, physical assault, property damage, theft) the RCMP will be called and a lifetime ban may be implemented at the discretion of the Library Manager.