



Dryden Public Library Board

POLICY

SECTION: OPERATIONAL	NO: OP-06
TITLE: Patron Code of Conduct	Date: February 2017
	Next Review Date: February 2020

1.0 Policy Statement

The Dryden Public Library strives to be a safe and welcoming space for all. To ensure the comfort and safety of library patrons and staff the Library sets forth the following rules of conduct for all patrons.

2.0 Patron Code of Conduct

All patrons are expected to:

2.1 Treat staff and other patrons with respect

- 2.1.1 Behaviour which is disruptive, abusive, insulting, harassing, threatening or violent in nature toward patrons or staff is prohibited. Anyone who is seen as a threat to the safety of the Library will be asked to leave immediately and may have their library privileges revoked or be permanently banned from the Library. In the case of any behaviour that is deemed to be unsafe or unlawful appropriate authorities will be contacted immediately.
- 2.1.2 Behaviour that interferes with the ability of others to enjoy, use or work in the Library is not permitted. Please be considerate of others.

2.2 Respect the Library's facilities, materials and equipment

- 2.2.1 Unauthorized use, damage, vandalism or theft of library materials, equipment and property is not permitted and may be subject to prosecution.
- 2.2.2 Patrons are not permitted in staff work areas, i.e. behind the circulation desk, in the staff work area or office areas, unless permitted or accompanied by a library staff member.
- 2.2.3 Entering and exiting the Library must be done through the public entrance and exit only, excluding emergency or fire procedures.

2.3 Adhere to library policy

- 2.3.1 Patrons are expected to return borrowed materials on or before the due date and abide by established fees and fines.
- 2.3.2 All patrons are expected to follow staff direction.

- 2.3.3 Patrons must adhere to all internet use policies and procedures. Patrons found to be contravening library policy may have their internet or library privileges revoked.
- 2.3.4 To ensure patron privacy, photographing or filming of staff or patrons must be authorized by the CEO. Waivers are required.
- 2.3.5 Any type of commercial activity in the Library must be authorized by the CEO. Requests should be presented to the CEO at least two weeks in advance.

2.4 Behave appropriately for the library environment

- 2.4.1 Smoking is prohibited in the Library and within 3 metres of any library entrance.
- 2.4.2 Acceptable dress and attire must be worn at all times in the library facility. Patrons are expected to wear shoes and a shirt.
- 2.4.3 Patrons are asked to maintain an acceptable noise level in the Library and are asked to take cell phone calls outside or into the vestibule.
- 2.4.4 Only one person is permitted per computer or chair.
- 2.4.5 Rollerblading and skateboarding are prohibited in the Library.
- 2.4.6 Parents are expected to supervise their children in the Library. Children under the age of nine (9) cannot be left in the Library unattended. Please see OP-07 Children's Services Policy for specific rules regarding unattended children.
- 2.4.7 Patrons may not use the Library when intoxicated or under the influence of drugs, and may not consume alcohol or drugs on the premises. Discovery of any of the above intoxicated behaviours may result in authorities being called to immediately address the situation.

2.5 Patrons engaging in any of the following behaviours may be asked to leave the Library immediately and may have their library privileges suspended or revoked:

- 2.5.1 Smoking within the library building or within 3 meters of any entrance.
- 2.5.2 Consuming, selling or trading of alcohol or drugs (prescription or illegal) on the premises or before entering.
- 2.5.3 Using offensive, threatening, harassing or abusive language or gestures to staff or patrons.
- 2.5.4 Deliberately damaging, defacing or misusing library materials, equipment or facilities.
- 2.5.5 Persistent disturbance to other patrons' use of the Library.
- 2.5.6 Bringing weapons into the Library.
- 2.5.7 Any behaviour which endangers or threatens staff or patrons, or any illegal activity.

2.6 The Dryden Public Library is committed to creating a safe and welcoming space for all members of our community. No behaviour that promotes, fosters or perpetuates discrimination on the basis of race, creed, colour, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability, sexual orientation or gender identity will be allowed.

3.0 Other Procedure and Regulations

- 3.1 The Library is not responsible for personal items left unattended. Items found by library staff will be kept in the lost and found for one month.
- 3.2 Service animals are always welcome in the Library. However, other animals are not permitted in the Library, except during a program authorized by staff.
- 3.3 The Library cannot guarantee the privacy of information on our public computers. Patrons are encouraged to restart computers after use.

4.0 Suspension of Library Privileges

- 4.1 Any behaviour that does not support a welcoming environment and/or violates the Code of Conduct may result in cost-recovery charges, revoking of library privileges, and exclusion from the Dryden Public Library and/or prosecution.
- 4.2 Warnings, suspensions and exclusion from the library facility will be issued at the discretion of library staff and the CEO. For minor breaches of conduct (non-violent, non-threatening and not resulting in damage to library property) patrons may receive a warning or be asked to leave the Library for the remainder of the current business day. Repeated infractions will result in suspension of library privileges for a 1-3 month period, to be determined by the CEO. Patrons must review the Patron Code of Conduct before library privileges will be reinstated. Repeated suspensions may lead to the permanent suspension of library privileges.
- 4.3 The abuse of staff or patrons (verbal or physical), damaging or destroying Dryden Public Library property or engaging in any illegal activity may result in an immediate permanent ban from the Library and the issuing of a Notice of Trespass, served by the Dryden Police Service. The Police will be notified of any breach of a Notice of Trespass.
- 4.4 Patrons whose library privileges have been suspended will be notified. Patrons may appeal their suspension to the Library Board in writing within two (2) weeks of the date of suspension. The decision of the Library Board will be final.

Related Documents:

Appendix 3: Incident Report Form

Appendix 4: Signage

History			
Approval Date:	June 16, 2016	Approved by:	
Amendment Date:	February 15, 2017	Approved by:	
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