**HIGH PRAIRIE MUNICIPAL LIBRARY**

**BYLAW AND POLICY MANUAL**

**POLICY C-8**

**PATRON CODE OF CONDUCT**

**BACKGROUND**

The Library provides a setting in which patrons can view materials, obtain information, learn, or sit and read. Because many people use the facility, it is necessary to maintain a safe and respectful environment so that patrons can enjoy the service offered.

**POLICY**

By adopting this Code of Conduct, the Board ensures that patrons contribute to creating a safe, respectful, and enjoyable Library environment.

**GUIDELINES**

We kindly ask that patrons:

1. Attend to their belongings. The library is not responsible for belongings left on the property.
2. Adhere to the Library’s Unattended Child Policy. A caregiver must accompany any child under the age of 12. Caregivers are responsible for their child’s conduct on library property.
3. Use restrooms only for their intended purpose.
4. Shirts must be worn. Dirty or wet footwear should be removed.
5. If body odour or strong scents are offensive enough to be a nuisance to others, the patron shall be asked to leave.
6. Follow established loan procedures before taking library materials outside the building.
7. Use library furniture, equipment, and materials properly, with care, and as intended.
8. Use parking areas and sidewalks properly and safely. These are not recreational areas.
9. Use meeting rooms appropriately.
10. Refrain from entering non-public areas, such as offices, or workrooms, unless authorized.
11. Comply with posted “(No) Food/Drink” zones. Use the trash bins accordingly.
12. Leave the library at the designated closing time.
13. Adhere to the Internet Use guidelines.

The following forms of conduct are not permitted on Library property:

1. Sleeping
2. Abusive language or harassment of library staff or customers.
3. Solicitation of any kind for any purpose.
4. Bringing animals and pets into the library, with the exception of service animals.
5. Sexual activity of any kind, sexual harassment, or indecent exposure.
6. Consumption or possession of alcohol or illegal drugs, being under the influence, or smoking.
7. Monopolizing library equipment, materials, or facilities that prevent others use.
8. Carrying weapons of any type.

The Code of Conduct also invites patrons to observe the following guidelines

* Disruptive patrons may be asked to leave the building.
* Patrons must respect other patrons and staff. They must not stare at or follow others around with the intent to annoy, play audio equipment so that others can hear it, sing, talk loudly, or disturb others. They will not fight, run, play, enter/leave the building repeatedly, or engage in acts not appropriate to a library.
* Materials must be checked out on a valid library card. Patrons are responsible for any charges due in accordance with the Library’s policies. Failure to pay outstanding fines of $10 or more will result in the suspension of library privileges.
* Patrons will not deface or tarnish reading material, or other items in the collection, including furnishings, walls, machines, other library property, and property of patrons.
* Patrons may be asked to leave bags at front or may be asked to open all bags, books, and papers for inspection if requested by staff.

When disruptive behaviour occurs, some, or all of the following actions may be taken by Library staff, in conjunction with the Library Manager and/or Board Members of the Library.

1. Staff will inform the person of how he or she violated the Library’s rules.
2. An immediate verbal warning will be given by the staff member in charge.
3. The person will be expelled from the Library.
4. A letter will be issued to the person informing him that they are banned from the Library for a period of up to 1 month.
5. Staff will keep a record of the person responsible for disruptive behaviour
6. Police will be contacted.

For repeat offenders this might result in longer/ permanent loss of privileges at the discretion of the Library Manager.

CHAIR: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DATE OF APPROVAL: November 2015

REVIEW DATE: April 6, 2021