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## Patron Code of Conduct

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Policy 8.2.4

Approved: 2004-09-15

Reviewed: 2023-07-18

### **Service Philosophy**

The Library is a public space shared by people of diverse ages and backgrounds. The Library balances the rights of individuals to access a wide range of information resources with the rights of staff and patrons to a safe, welcoming environment free from harassment or hostility. In keeping with the Library's mission to be “a vibrant, welcoming centre of community life and learning for people of all ages,” we ask your cooperation in maintaining an environment enjoyable for everyone.

### **Rules of Conduct:**

The Library specifically prohibits:

- Any action or event that constitutes a violation of federal, provincial or local law.
- Use of alcohol, cannabis, or illegal drugs, or any visible intoxication from alcohol or drugs.
- Smoking or vaping within any area of the Library or St. Albert Place.

Any conduct that intimidates others or incites unlawful or otherwise prohibited conduct; including but not limited to:

- Disruptive or unsafe behavior, including any conduct that interferes with the use or operations of the library by customers or staff, or that might impact the health and safety of others.
- Theft.
- Use of loud, abusive, threatening or insulting language, either in person or via electronic devices.
- Harassment of any kind.

Leaving children requiring supervision unattended on library premises.

Any action which constitutes an attempt to inflict or does inflict injury to other persons or damage to property, or which poses a risk of injury or damage, including running, fighting, wrestling, or climbing.

Noncompliance with direction given by Library staff acting in the performance of their duties or interference with the performance of such duties or other operations of the Library.

Any action that interferes with or obstructs the reasonable use and enjoyment by others of the Library, such as:

- Posting notices, flyers or petitions, soliciting, proselytizing or engaging in any commercial activity on library property without prior written approval of the Library.
- Failure to maintain a level of personal hygiene that is non-offensive in public.
- Adhering to our scent sensitivity protocol: Scents or odors cannot negatively impact users of the library (eg – Strong fragrance use, body odor).
- Failing to wear shirts and shoes.
- Unreasonable noise, including whistling, loud talking, and disruptive use of mobile devices and electronics.
- Taking Library materials or equipment into washrooms.
- Photographing or filming on library property without prior written approval of the Library.
- Using unauthorized entrances and exits.
- Failure to comply with the Library's Public Access Terms of Use.
- Animals, except in authorized programs, assisting a person with a disability or under full control of the owner (at staff discretion).

**It is a *Criminal Code* offence to steal, vandalize, mutilate, or destroy library property, or commit indecent acts and such an offence may be punishable by criminal conviction, fine, or both.**

#### **Consequences of Violating the Code of Conduct**

Library staff are authorized to enforce the Code of Conduct. If a patron contravenes any provision of this Code of Conduct, the Library CEO or their designee may:

- (a) prohibit the patron from entering the library for a specified period of time
- (b) suspend, revoke or deny patron borrowing privileges
- (c) call the police for assistance, who may commence criminal proceedings

Patrons whose borrowing privileges have been suspended or patrons who have been prohibited from entering the Library may appeal the decision by filing a written statement of appeal with the Library CEO.

St. Albert Public Library reserves the right to control the use of its computers and Internet access, to monitor use, and to review patterns of use of workstations.

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