



Patron Code of Conduct

The Wood Buffalo Regional Library strives to provide a welcoming and safe environment so that all persons may partake in the benefits of the Library.

In order to create a healthy and safe environment, we kindly ask that everyone using the library and its services:

- Follow all Library policies and procedures
- Act with respect and consideration towards Library staff, patrons and property
- Dress in a manner that is considered acceptable; this includes wearing both clothing and footwear
- Speak with Library Staff if you witness any inappropriate activity or violations of the Patron Code of Conduct
- Children eight (8) years of age and under and vulnerable persons be supervised by a parent or caregiver sixteen (16) years of age or older.

Thank you for not:

- Stealing, damaging, or misusing Library materials, equipment or facilities
- Engaging in behaviors that disrupt others
- Using cell phones and audio-visual equipment in a way that disturbs others
- Photographing, filming, or video-recording
- Possessing or being under the influence of alcohol (except during licensed events) or controlled substances
- Smoking or vaping in non-designated areas
- Soliciting, panhandling or engaging in any illegal activity
- Using the restroom for laundering clothing, bathing, shaving, hair cutting or sexual activity
- Using library computers to access inappropriate sites with profane or obscene language or images
- Using sports equipment in the Library; including rollerblades, skateboards and scooters
- Bringing animals, other than registered service animals into the Library
- Using heavily scented product. We are a scent aware facility and must be conscious of those with allergies and/or sensitivities.

Consequences of Non-Compliance:

Individuals who engage in any unacceptable behavior, as defined in this policy may, depending on the severity:

- Receive a verbal warning; or
- Receive a written suspension for a period of time from the Library and its programs; or
- Receive a ban letter that is effective immediately from the Library, its programs and MacDonald Island; or
- Have the local Authorities contacted.

Appeal Process:

Individual(s) wishing to appeal any disciplinary measure may present their case to the Library Director within 14 days of the decision. The written appeal must be Attention: Library Director. The Library Director will review and any decision will be final and binding