

Section: 5
Date: April 2013
Replaces: January 1997

Section 5: Security

5.1 Rules of Conduct

The Fort McMurray Public Library strives to provide everyone with fair and equitable access to a wide range of library services in a welcoming environment that is free from discrimination and harassment. Everyone has the right to equal treatment with respect to the access and use of the Library's services and facilities without discrimination because of race, religious beliefs, colour, gender, physical disability, mental disability and all other grounds set out in the *Alberta Human Rights Act*.

Discrimination and harassment will not be tolerated under any circumstances. These rules are intended to prevent such conduct and to ensure the dignity and safety of all and to maintain the security of library property without disruption to library services.

Staff make every effort to apply these rules in a fair, dignified and positive manner for the benefit of all. We ask your cooperation in maintaining a welcoming environment conducive to study and enjoyable use of the Library.

1. Threatening, abusive, discriminatory or harassing language or conduct of any kind is not allowed.
2. Damage, misuse, or theft of library materials, equipment and property is not allowed. Interfering with the designated use of computers and networks is also not allowed.
3. Disruptive or intrusive behavior - including having offensive body odor, personal hygiene, or scent - so as to unreasonably interfere with other's ability to use the Library and its facilities, is not allowed.
4. Sleeping in the Library is not allowed.
5. Members of the public may not make requests for service based on prohibited grounds of discrimination under the Alberta Human Rights Act.
6. Children under the age of 8 must not be left unattended on library premises. Please see "Section 5: Security, Section 5.2 – Unattended Children"
7. Members of the public may only use authorized entrances and exits and are not allowed in "Staff Only" areas without permission.
8. Members of the public must open all bags, books and papers for inspection if requested by staff.
9. Library materials may not be taken into washrooms.
10. Posting notices, distributing circulars or petitions, soliciting or engaging in any commercial activity on library property must not be conducted without prior written approval of the Library.
11. Photographing, filming or video recording on library property must not be conducted without prior written approval of the Director.
12. Use of cell phones are prohibited in designated quiet areas. Cell Phone must be silenced at all times while in the Library.
13. Members of the public must wear shirts and shoes and other appropriate attire. Swimsuits and towels are not deemed appropriate attire. Use of sports equipment is not allowed on library property without prior approval of the Library.
14. Animals are not permitted in library buildings, except in authorized programs or when needed to assist a person with a disability.
15. An individual has the right to appeal his or her exclusion as described in the Rules of Conduct – Appeals Policy.

Any behaviour that does not support a welcoming environment and/or violates the Rules of Conduct may result in cost-recovery charges, suspension of library privileges, exclusion from the Library and prosecution. These Rules have been approved by the Fort McMurray Public Library Board.

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Rules of Conduct - Exclusion/Reinstatement

When disruptive or intrusive behaviour occurs, some or all of the following actions may be taken by Library staff:

- staff will inform the person of how he or she violated the Library's rules.
- an immediate verbal warning will be given to the person by the staff member in charge of the library at the time of the occurrence.
- the person will be asked to leave the library.
- the RCMP may be called if the person refuses to leave.
- a written warning will be issued to the person.
- a letter will be issued to the person informing him or her that he or she is excluded from the library for a period of up to 2 months.
- staff will keep a record of the name of the person responsible for disruptive or intrusive behaviour.

When attempted theft, vandalism or disregard for the Rules of Conduct occurs, some or all of the following actions may be taken by Library staff:

- staff will inform the person of how he or she violated the Library's rules.
- an immediate verbal warning will be given to the person by the staff member in charge of the library at the time of the occurrence.
- the person will be expelled from the library.
- a written warning will be issued to the person.
- a letter will be issued to the person informing him or her that he or she is excluded from all properties of the Fort McMurray Public Library for a period of up to 3 months, at the discretion of the Manager or Supervisor on duty. See addendum B.
- staff will keep a record of the name of the person responsible for the attempted theft or vandalism.

Where theft, violence, threat of violence or persistent disregard for the Rules of Conduct occurs, as determined by the Library Director, the following actions may be taken by Library staff:

- staff will inform the person of how he or she violated the Library's rules.
- the person will be asked to leave the Library.
- a letter will be issued by the Library Director to the person informing him or her that he or she is excluded from all properties of the Fort McMurray Public Library for a period of up to 12 months and that his or her library privileges are revoked. The letter shall state,
 - the period of exclusion;
 - the reason(s) for the exclusion; and,
 - that the person has the opportunity to apply for reinstatement after the exclusion period has expired.

The Library Director shall consider all applications for reinstatement. The decision as to whether to grant reinstatement shall be based upon the following criteria:

- the circumstances surrounding the exclusion;
- the past behaviour of the person making the application;
- the person's reasons for seeking reinstatement; and
- where applicable, whether the person has reimbursed the Library for all expenses incurred as a result of the person's actions.

The Library Director may, in his or her sole discretion, based upon the criteria listed under paragraph 4, above, extend the exclusion period and refuse to reinstate the library privileges of a person who has applied for reinstatement.

A person who has applied for reinstatement shall be informed in writing of the Library Director's decision with respect to the application and the reasons for the decision.

If the Library Director extends the exclusion and refuses to reinstate the person, the person may not reapply for reinstatement until after the extended exclusion period has expired.

A person has the right to appeal, in writing, to the Fort McMurray Public Library Board, a letter of exclusion and revocation or extension of the same.

The Library Director, at his or her sole discretion, may delegate any or all of his or her decision-making authority under the policy.

A person's borrowing and use privileges shall not be reinstated during the application for reinstatement or appeal process.

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Section 5: Security Policies

5.2: Unattended Children

Library staff are committed to the well-being and safety of children. Any public place can be dangerous to a child left unattended.

For safety reasons, children under the age of 8 years old must be supervised by a parent, the leader of a scheduled library program or caregiver 16 years or older.

When an unaccompanied child is found in the library, and the parent or guardian cannot be located, staff will contact MacDonald Island Security. Security will follow Macdonald Island procedures for unattended children. The child will stay in the library at the Children's Help Desk with a library staff member. In the event of a Library evacuation, normal emergency procedures will be followed. (See Section 5 – Security – Physical Plant Crisis – Unattended Children and Closings.)

5.1: Rules Of Conduct: Addendum A



To: _____

On _____ at approximately _____, you were observed at the Fort McMurray Public Library.

At that time you were:

_____ VIOLATION OF THE LIBRARY'S INTERNET POLICY

_____ INTOXICATED

_____ DISTURBING OR BEING A NUISANCE TO OTHER LIBRARY USERS AND/OR LIBRARY STAFF

_____ IN THE LIBRARY DESPITE BEING PREVIOUSLY BANNED UNTIL _____

_____ OTHER CONDUCT (As set forth below)

This is a formal warning issued by the library, further violation may result in being banned.

Staff initials: _____

COMMENTS:

Because of the behavior listed above, and/or other history of inappropriate behavioural conduct at any Fort McMurray Public Library, you are hereby formally warned to cease any further violations.

You may file a written request to Director, Fort McMurray Public Library, 151 MacDonald Drive, Fort McMurray, AB T9H 5C5, to reconsider this warning with Public Library. Your written request shall set forth your reasons for reconsideration of the warning. THIS WARNING LETTER WILL REMAIN ACTIVE FOR THE PREDETERMINED TIME UNLESS THE DIRECTOR ISSUES A WRITTEN DETERMINATION ALTERING THE TERMS OF THIS DOCUMENT.

Appeal Procedure:

The Director's written determination may be appealed to the Library Board, if the individual aggrieved files a written notice of appeal within 10 days after he/she receives the determination. Such notice shall be filed with: both the Library Director and the Library Board of Trustees Chair, c/o Fort McMurray Public Library, 151 MacDonald Drive, Fort McMurray, AB T9H 5C5. The Board shall hold a hearing within 30 days after the notice has been filed. The appellant shall be notified of the Board's decision within 10 days.

Non-compliance:

If you continue the above mentioned inappropriate behaviour within 6 months of this letter being issued, further action will be taken. Further action may result in a letter of exclusion being issued and/or the involvement of the RCMP.



5.1: Rules Of Conduct: Addendum B

To: _____

On _____ at approximately _____, you were observed at the Fort McMurray Public Library.

At that time you were:

_____ VIOLATION OF THE LIBRARY'S INTERNET POLICY

_____ INTOXICATED

_____ DISRUPTIVE OR INTRUSIVE TOWARDS OTHER LIBRARY USERS AND/OR LIBRARY STAFF

_____ IN THE LIBRARY DESPITE BEING PREVIOUSLY BANNED UNTIL _____

_____ OTHER CONDUCT (As set forth below)

You are hereby requested to depart from these premises and not to return until:

RETURN DATE: _____

Staff initials: _____

COMMENTS:

Because of the behavior listed above, and/or other history of inappropriate behavioral conduct at any Fort McMurray Public Library, you are banned until the date listed above. If you enter any Fort McMurray Public Library before the return date listed above, the RCMP will be called and you will be subject to arrest for trespassing under the TRESPASS TO PREMISES ACT for the Province of Alberta. At this time the Fort McMurray Public Library has also revoked your membership privileges until the date listed above.

You may file a written request to Director, Fort McMurray Public Library, 151 MacDonald Drive, Fort McMurray, AB T9H 5C5, to reconsider this ban from Public Library. Your written request shall set forth your reasons for reconsideration of the ban. THE LENGTH OF THIS BAN FROM THE FORT MCMURRAY PUBLIC LIBRARY SHALL REMAIN AS STATED IN THIS DOCUMENT UNLESS THE DIRECTOR ISSUES A WRITTEN DETERMINATION ALTERING THE TERMS OF THIS DOCUMENT.

Appeal Procedure:

The Director's written determination may be appealed to the Library Board, if the individual aggrieved files a written notice of appeal within 10 days after he/she receives the determination. Such notice shall be filed with: both the Library Director and the Library Board of Trustees Chair, c/o Fort McMurray Public Library, 151 MacDonald Drive, Fort McMurray, AB T9H 5C5. The Board shall hold a hearing within 30 days after the notice has been filed. The appellant shall be notified of the Board's decision within 10 days.

Non-compliance with Ban - Trespassing:

If you enter the Fort McMurray Public library before the return date listed, the RCMP will be called and you will be subject to arrest for trespassing under TRESPASS TO PREMISES ACT for the Province of Alberta.