

## Patron Conduct Policy

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<i>Topic</i>	Library Services
<i>Authority</i>	Board
<i>Related Documents</i>	WBRL Unattended Children Policy WBRL Violence and Harassment Policy WBRL Public Technology and Network Access Policy

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Wood Buffalo Regional Library's (WBRL) patron conduct rules define acceptable behaviour in the Library, ensure behaviour standards are enforced consistently and fairly, and foster a positive, comfortable, and safe environment in which all persons using the Library's facilities, including employees and volunteers, are treated with respect and dignity.

### General Library Use

- Library patrons are expected to abide by all WBRL policies, procedures, and guidelines.
- Patrons may only use authorized entrances and exits and are not allowed in "Staff Only" areas without permission.
- Personal electronic devices, including cell phones, must be used in a manner that does not disturb others. Cell phone use may be restricted in some areas of WBRL.
- Upper and lower body clothing and footwear must be worn.
- Use of sports equipment is not allowed, without prior approval from WBRL.
- Animals are not allowed in WBRL, except registered assistance animals or animals in authorized programs.
- Patrons are not permitted to on library premises before or after regular open hours, except by invitation from WBRL.

### Unattended Children

- Children ages seven and under must not be left unattended on WBRL premises. See Unattended Children Policy.

### Behaviour and Language

- Per the WBRL Violence and Harassment Policy, threatening, abusive, discriminatory, or harassing language or conduct of any kind towards staff or other patrons is not allowed.
  - Harassment, including offensive, demeaning, or belittling comments and other uninvited, bothersome contact, is not allowed.
  - Sexual harassment, including unwelcome sexual remarks, jokes, propositions, leering, staring, touching, and display of suggestive images or other objectionable content, is not allowed.
  - Violence and aggression, including threats, verbal abuse, intimidation, physical contact, and display of weapons, is not allowed.
- Disruptive and intrusive behaviour, including excessive noise and swearing, is not allowed.
- Smoking, vaping, and other use of tobacco, cannabis, and inhalable substances is not allowed.
- Consumption of alcohol and/or drugs is not allowed. Visible intoxication from alcohol and/or drugs is not allowed.

- Sleeping is not allowed.
- Use of public computers and network is governed by WBRL's Public Technology and Network Access Policy; patrons must abide by the conditions set forth in the policy and operational guidelines.

### Theft/Damage to Property

- Stealing, damaging, or vandalizing WBRL property is prohibited by law.
- Cutting or removing pages or articles from books or magazines, and writing in/on WBRL materials, equipment, furniture and walls is not allowed.
- Interfering with the designated use of computers and networks is not allowed.

### Activities on Library Premises

- Posting notices, distributing circulars or petitions, soliciting or engaging in any commercial activity on library premises must not be conducted without prior written approval from the Director or designate. WBRL reserves the right to withhold this approval.
- WBRL allows personal photography and filming within the library as outlined in the Acceptable Photography and Filming Guidelines.
- WBRL limits the use of Library spaces for photography and filming for anything other than personal use. Prior written permission must be obtained from the Director or designate. WBRL reserves the right to withhold this approval.

### Consequences

Any behaviour that does not support a welcoming environment and/or violates conduct rules will result in a warning from a WBRL employee, suspension of library privileges, exclusion from WBRL premises, cost recovery charges, or prosecution. Consequences will align with the severity of the offence.

### **History**

*Created: April, 2013.*

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