



Next Review Date: March 2023

**Town of Manning Library Board
Patron Conduct & Children Safety Policy**

The Town of Manning Library Board (hereafter referred to as the Board) is dedicated to providing a welcoming, open, safe and accessible space in the Manning Municipal Library (hereafter referred to as the Library) for use by public of all ages. It is for the safety of children, staff and patrons that the Board has adopted the Patron Conduct & Children Safety Policy.

1. In order to ensure a welcoming environment, Library patrons will:

- a) Behave in a manner that is courteous respectful of other people using the Library building and grounds, allowing everyone to enjoy library resources, services, events, and facilities
- b) Stay in the public areas unless expressly authorized by staff to enter a non-public area
- c) Allow library employees to perform their duties, without interference, at their work spaces or stations
- d) Safeguard personal items
- e) Wear clean shoes (or socks), shirt, and other clothing appropriate for a public building
- f) Maintain generally acceptable bodily hygiene
- g) Not eat in the library, except in the following designated areas;
 - children are allowed to eat in the program room during programs
 - adults and their supervised children are allowed to eat at designated seating areas, or at the study tables
- h) Patrons are not permitted to eat while handling library materials in the library
- i) Comply with all federal, provincial and local laws Library patrons will not, while on library premises:
 - Engage in illegal activities or behaviors, including but not limited to the misuse of library computers and internet (see Internet Use Policy)
 - Intentionally damage library property
 - Harass, disrespect or intimidate or interfere with other patrons or library staff and their duties
 - Use profanity, or speak in a loud, disruptive or abusive manner, including but not limited to personal phone calls
 - Possess weapons
 - Drink alcohol, smoke or use illegal drugs, or exhibit intoxication to the point of impairment
 - Solicit business in the library or on library property
 - Sleep in the library or on library property
 - Leave unattended vulnerable persons or children under nine (9) years old

2) Library staff may:

- a) Weigh the degree of conduct that violates this Policy with the onsite conditions at the time and exercise their best judgment in determining the correct course of action
- b) Explain and/or provide copies of this Policy to patrons and request that patrons conduct themselves in compliance with this Policy to maintain a welcoming public library environment
- c) Ask patrons to open bags to be viewed, for security reasons
- d) Ask patrons to leave the Library for conduct in violation of this Policy based on the circumstances presented
- e) Seek assistance from Library supervisors to resolve ongoing or escalating patron conduct issues
- f) Suspend patrons for up to one year for disruptive, unsafe or illegal behavior
- g) Request that the Board Chair suspend one or more of a patron's Library privileges for up to one year for severe or repeated violations of this Policy
- h) Any person who violates this Patron Conduct Policy may be expelled from the Library premises for up to 1 year. The length of expulsion is at the discretion of the Board Chair and shall be appropriate to the violation taking into the circumstances presented and the history of past violations, if any. The Notice of Expulsion shall be in writing and either hand delivered or mailed to the expelled person at the mailing address that the Library has in its records for the expelled person
- i) The person expelled shall be provided with a copy of this Patron Conduct Policy along with the Board Chair's written Notice of Expulsion
- j) The person expelled may appeal to the Town Administrator in writing within 10 days of the date of the Notice of Expulsion from the Board Chair. In an appeal, the person expelled shall have the opportunity to present evidence that may support retraction of the expulsion. The Town Administrator may affirm, modify or deny the appeal and the Town Administrator's decision shall be final
- k) All persons violating this Policy shall comply with a lawful directive made by Library staff or law enforcement. If a person expelled from the Library returns to the Library before the defined period has expired, or if the person refuses to leave the library when asked to do so by Library staff, staff may contact law enforcement to intervene to have the person removed from the Library and such conduct may be referred to the proper prosecuting authorities for legal action in accordance with Alberta Statutes.

3) Children Safety

- a) Children up to the age of nine (9) are required to have a parent, guardian, or designated caregiver in the immediate vicinity of, and in visual contact, with the child. The exception would be children attending a library program. The parent, guardian or designated caregiver who is at least fourteen (14) years old is expected to remain in the library building and immediately join the child after the program ends
- b) If a child in the age range is found unattended, library staff will first attempt to locate a parent, guardian or caregiver in the Library and inform them of this policy. If the child is found unattended again, the police may be called for assistance
- c) Sharing the Library environment with other people requires that everyone follow the Patron Code of Conduct established by the Library Board and posted the library building. If a child in this age group violates the Patron Code of Conduct, the child and the parent, guardian, or

caregiver will be informed of the code. If inappropriate behavior continues, the family may be asked to leave the library

- d) Children that are nine (9) years and older may use the library on their own for supervised children's programs, however parents, guardians, and caregivers are still responsible for the actions and wellbeing of their children. Children using inappropriate behavior or found to be violating the Library Code of Conduct will be asked to leave. If a child in this age group is unable to leave the library, then this child should not be in the library alone. All children should have a telephone number to call when assistance is needed
- e) Teenagers that are thirteen (13) to seventeen (17) are treated as adult users. However, they are still the legal responsibility of the parent, guardian or designated caregivers and should have an emergency contact available.

Date Approved

Board Chair Signature