

4.1 Patron Code of Conduct

The Coaldale Public Library is committed to providing a quality environment and universal access for the delivery of information for cultural, economic, educational and recreational development to the public.

The Library will be a safe environment for Staff and Patrons. Library Materials will be protected and preserved.

Patrons are entitled to use the Library Materials and services in a safe and comfortable environment while respecting other Patrons and Staff.

Obligations

1. Patrons must:
 - a. respect Staff and other Patrons
 - b. handle Library Materials with care
 - c. be responsible for their own personal possessions at all times
 - d. wear shirts, shoes and non-offensive attire at all times
 - e. comply with the Library's Internet Use Policy
 - f. promptly leave the Library at closing time, unless permission to stay has been granted earlier
 - g. promptly leave the Library in the case of fire alarms or other emergency situations.

Prohibitions

2. Patrons must **not**:
 - a. bring any animals into the Library, except for registered guide or service animals
 - b. act in a way that is disruptive, disorderly, excessively loud, impeding, abusive, insulting, harassing or threatening to Staff or other Patrons
 - c. vandalize or willfully damage Library property, including Library Materials and equipment
 - d. remove Library property, including Library Materials and equipment without authorization
 - e. use furniture or facilities in a manner for which they were not intended or designed
 - f. smoke or consume alcoholic beverages in the Library
 - g. eat or drink near computer terminals
 - h. use sports equipment, including rollerblades and skateboards, in the Library
 - i. enter into Staff areas without permission
 - j. post notices, distribute circulars or petitions, solicit, or engage in any commercial activity in the Library without prior permission from the Head Librarian
 - k. take photographs, film or video-record within the Library without prior permission from the Head Librarian.

Patrons under the age of 18 years

3. Staff are not responsible for supervising children unless the children are willing participants in a Library program.
 - a. Children aged five years and under must be accompanied by and in the clear view of a parent/guardian/adult caregiver at all times.
 - b. Children aged six to nine years must be accompanied by a parent/guardian/adult caregiver at all times, unless the child is participating in a supervised Library program.
 - c. Children aged ten and older may visit the Library unaccompanied.
 - d. If Staff believe an unaccompanied child is in need of protection, Staff will call the local policing authority.

Consequences of violation of Code of Conduct

4. If a Patron disobeys Library rules then:
 - a. Staff will issue a verbal warning to the Patron that his/her behavior is unacceptable and will explain appropriate Library behavior.
 - b. If the behavior continues then Staff may ask the Patron to leave the Library for the remainder of that day.
 - c. If a Patron refuses to leave the Library after being warned of her/his behavior and being asked to leave the Library, then Staff may call the local policing authority.
 - d. If a Patron repeatedly disobeys the Code of Conduct then the Head Librarian may ban the Patron from the Library for a period of time, at the discretion of the Head Librarian, and/or revoke the Patron's Library privileges.
 - e. An excluded Patron may appeal her/his expulsion or loss of Library privileges, in writing, to the Board within 30 days of exclusion.