

## 6.6 Conduct in the Library

### Safe Environment

The Library must ensure an orderly and safe environment is maintained for all patrons and staff within the Granisle Library. Patrons and Staff must be able to use the Library as a place free from inappropriate behavior, conflict and intolerable conduct. This commitment is consistent with the Library Act Part 5 and other policies in this manual.

### Bullying/Cyberbullying

Any intentional written, electronic, verbal, or physical act or actions against another that will create a hostile, threatening, humiliating or abusive and unsafe library environment is prohibited. The Granisle Public Library has zero tolerance for bullying. The individual in violation of this policy will be asked to leave the library immediately with an automatic ban on library privileges. Individuals violating this policy may receive up to a one year ban or longer as deemed appropriate by the Board of Trustees. There will be no warnings issued for this offense. In addition, law enforcement may be called and appropriate legal action may follow.

### Intolerable Conduct

The following conduct, exhibited by any patron regardless of age, **will not be tolerated in the library and may result in a library suspension from three (3) to twelve (12) months.** This suspension may be longer at the discretion of the Trustees of the Library Board.

*A staff incident report, an incident witness statement (where applicable) and a Library Director's Report with recommendation will be filed. The following behaviors may also require police involvement and/or be reported to law enforcement.*

- Harassment, intimidation, coercion and/or violence
- Theft or intentional property damage
- Rendering property dangerous, useless, inoperative or ineffective
- Any behavior which threatens the health or safety of any person (e.g. arson, fire-arm threats, bomb threats and tampering with safety equipment such as fire alarms)
- Creating or attempting to create a disturbance, using threatening or abusive language and speaking or acting in such a way as to impair the use of the library by others
- Uttering threats (communicating intent to cause bodily harm or death, destroy or damage library property);
- Physical violence

- Criminal harassment (causing a person to fear for their safety or the safety of a person known to them by stalking or engaging in threatening behavior;)
- Creating, accessing viewing, storing, sending disseminating or printing any content which is considered unlawful according to the definition of illegal material in the Criminal Code of Canada.
- Discrimination, based on race, color, religion, national origin, ancestry, place of origin, age, physical disability, mental disability, marital status, sexual orientation or gender.
- Possession/use/selling of illegal or dangerous substances or objects (examples include the use of illegal drugs and alcohol, possession of drug paraphernalia and possession of firearms or explosives)
- Any other behavior which contravenes the Criminal Code of Canada

### **Patron conduct on library premises**

To better serve all library users, the library has established certain standards of behavior. The staff is authorized by the Board to ensure that, in fairness to other users, all patrons regardless of age comply with acceptable standards of behavior. If patrons fail to comply with a request to modify their behavior, they will be required to leave the premises. Further action may be taken at the discretion of the Library Director.

Examples of unacceptable behavior include, but are not limited to:

- Leaving small children under the age of (8) unattended by a parent, caregiver or guardian in the library.
- Failing to cooperate with staff or other patrons
- Eating or drinking by electronic equipment
- Swearing, yelling or being verbally offensive
- Boisterous activity such as play fighting, roughhousing or running
- Intoxication resulting from drugs or alcohol
- No personal items/pets to be left in entrance way (eg. Bikes, dogs)
- Obscene language
- Smoking
- Unacceptably loud behavior
- Use of rollerblades, skateboards, or scooters
- Disruptive noises, including excessively loud cell phone conversations or ring tones.
- Failing to wear appropriate clothing
- Soliciting
- Strong or intrusive scents are not tolerated on library premises



### Conduct in the Library Remedies

The Board of Trustees anticipates remedies for infractions of the Patron Conduct in the Library to be applied with discretion, with minimum enforcement to get the needed compliance. Remedies may begin with a simple courteous request.

The Chief Librarian and delegated staff will need to determine remedies on a case-by-case basis inclusive of calling the RCMP, removal from the Library for a period, suspension of Library privileges, exclusion/expulsion from the Library, and/or such remedies as may be deemed appropriate.

Library users regardless of age may be asked to leave the Library by staff, and/or computer user privileges and/or general Library privileges may be cancelled or suspended with due cause, including but not limited to:

- Breaching the Code of Conduct
- Misusing or damaging a computer or other equipment, reprogramming the Library's computer, tampering with the equipment or software, and
- Using the Internet and/or Wi-Fi services for illegal or unethical purposes (as determined by the Library Director or delegate)

Library users may be prosecuted and/or financially liable for any damage to Library equipment

### Incident Reporting

Incident reports documenting infractions of the Code of Conduct shall be made and submitted to the Library Director. If future actions are required, the reported documentation will be available.

### Appeals

Appeals regarding suspensions of privileges or expulsion from the Library should be directed in writing to the Library Director. The Library Director will adjudicate each appeal on an individual case basis. If the matter cannot be resolved, the matter may be referred to the Board of Trustees for review.