



Pelham Public Library Policy Manual

PATRON CODE OF CONDUCT

Policy #:

PAGE:

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DATE:

SCHEDULED
REVIEW DATE:

May 2017

REVISED:

May 27, 2015

Purpose:

The Pelham Public Library is committed to providing a welcoming environment for all patrons. The purpose of this policy is to outline the standards of conduct expected of all patrons in order to maintain a safe, enjoyable environment within our facilities and on library properties.

Policy Statement:

In general, any behavior that, in the opinion of library staff, violates the law, or compromises the use and enjoyment of the library by others, or interferes with library employees in the performance of their duties is prohibited.

General Rules of Behaviour

- Smoking is prohibited within the library facilities and on the property in accordance with local and provincial legislation.
- Consumption of food and drink is permitted as long as doing so is not negatively impacting the use and enjoyment of the library for other patrons.
- Use of personal computers, cell phones, audio/visual, or other electronic devices in a manner that disturbs other patrons or does not comply with the *Internet Use Policy* is prohibited
- Patrons are responsible for children under their care while at the library and must comply with the *Unattended Children Policy*.
- No person shall exhibit rude or disorderly behavior while on Library premises by making undue noise, causing physical disruption or disturbance, being intoxicated, being verbally abusive, engaging in sexual misconduct or harassment, stalking or voyeurism
- Using offensive, threatening, harassing, obscene or abusive language or gestures is prohibited

Property and Building Access:

- No person shall enter or remain on library premises when banned or otherwise prohibited (e.g. closing time, court order)
- No person shall enter or exit the Library through restricted points of access



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- No person shall obstruct Library entrances or exits
- No person shall enter areas designated for staff only unless authorized by a member of staff.
- Pets are not permitted. Registered and identifiable service animals at work are welcome
- Use of equipment such as skateboards, bicycles, roller blades, scooters etc. inside and on the Pelham Public Libraries premises is prohibited.
- Improper removal of library materials or equipment, or intentional defacement of or damage to library property is prohibited.
- Users of the Library computers or other electronic devices are required to follow the *Internet Use Policy* and *Computer Use Procedures*.

Consequences:

Not following these Rules of Conduct or other library policies may result in consequences deemed by library staff to be appropriate to the behaviour. Consequences may include: a warning; a directive to vacate the premises; suspension of library privileges; prohibition from the library building and premises by way of issuing a Notice of Trespass; and/or laying criminal charges.

Appeal Process:

- An appeal may be submitted, in writing, to the Chair of the Library Board for board consideration. Only one appeal will be considered during the term of the suspension.
- Application must be made, in writing, for re-instatement of library privileges; library privileges are not automatically re-instated.
- The decision of the Library Board shall be considered final.