

**Purpose:** To foster a positive, safe, and comfortable environment in which all persons using the Library's services and facilities are treated with respect and dignity. To ensure that acceptable behaviour in the library is defined and understood; behaviour standards are enforced consistently and fairly; and staff members feel supported when dealing with patron conduct and/or complaints about patron conduct.

## 1. Definitions

- 1.1. Smoking: lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe of any kind, containing any substance.
- 1.2. Vaping: use of any electronic device which creates an inhalable aerosol or vapour.

## 2. Conduct of library users

- 2.1. Library users are expected to abide by all Library policies, guidelines, and procedures.
- 2.2. Food and drink may be consumed in the library provided that no damage or soiling results. Patrons are expected to exercise this privilege responsibly.
- 2.3. Consumption of, sale of, and/or visible intoxication by alcohol or drugs is prohibited.
- 2.4. Sleeping in the library is prohibited.
- 2.5. Disruptive behaviour including excessive noise, swearing, and verbal aggression is prohibited.
- 2.6. Sustained communications or requests which are inappropriate, bad faith, repetitive, adversarial, frivolous, and/or vexatious, which consume an inordinate amount of staff time or otherwise place an unreasonable burden on the organization, are prohibited.
- 2.7. Sustained rudeness, incivility, antagonism, or aggression towards staff which creates a hostile work environment is prohibited.
- 2.8. Harassing behaviour and sexual harassment are prohibited. Harassment includes offensive, demeaning or belittling comments, and other uninvited, bothersome contact. Sexual harassment includes unwelcome sexual remarks, jokes, propositions, leering, staring, touching, and display of suggestive images or other objectionable content.
- 2.9. Damage or inappropriate use of library equipment, furnishings, and facilities is prohibited.
- 2.10. Violence and aggression including threats, verbal abuse, intimidation, physical contact, and display of weapons are prohibited.
- 2.11. Animals are not allowed in the library except for qualified service dogs. An Alberta Service Dog Identification Card is required to demonstrate the animal's qualification.
- 2.12. Library users shall dress appropriately including wearing shirts, shoes, and other appropriate attire at all times.
- 2.13. Photographing, filming, video, and audio recording of others on library property requires pre-authorization by the Chief Librarian or designate.
- 2.14. Public distribution of documents or petitions, solicitation, group demonstrations and protests, displaying signs or placards, proselytizing, and political campaigning are prohibited without prior authorization of the Chief Librarian or designate.
- 2.15. Bulky possessions that may impede the use of library facilities, collections, and seating by others are prohibited.
- 2.16. Wheeled conveyances, aside from mobility aids and strollers that help disabled persons, elderly, or children to move within the library, are prohibited inside the library without permission.

Skateboards and folded scooters may be allowed if they are carried in hand or stowed in a way that does not inconvenience others.

2.17 Smoking, vaping and other use of tobacco, cannabis, and inhalable substances are prohibited in the Library and on Library grounds.

2.15.1. Exceptions may be made at the discretion of the Chief Librarian, for example to enable ceremonial smudging in accordance with traditional First Nations practices.

### **3. Consequences of prohibited conduct**

3.1. Library users who engage in prohibited behaviour or otherwise violate the conduct policy may be warned by staff, ordered to leave the library for the remainder of the day, or banned from the library for a longer period of time, depending on the severity of their conduct. Police may be called to intervene and/or criminal charges may be laid when appropriate.

3.2 Per the Board's Social Media Policy LS.12, prohibited behaviour may also result in deletion of posted comments and/or banning from social media channels and other online resources.