

Spruce Grove Library Public Code of Conduct

Spruce Grove Public Library, as a key information provider and community meeting place, strives to offer the best possible service at all times to all persons. Reaching out to a variety of social groups to support and foster diversity and social inclusion, the Library strives to promote lifelong learning, advocate the importance of community, and encourage the empowerment of the individual through increased knowledge and ideas.

To fulfill this mandate, the Library endeavours to provide the public with safe and comfortable surroundings, equitable access to library materials and facilities, and a courteous response to all requests for service.

Purpose and Objective:

The Public Code of Conduct describes what is considered acceptable conduct at the Spruce Grove Public Library. Furthermore, the Code of Conduct enables staff to respond consistently and fairly to all users. In order to provide a safe and welcoming library that operates effectively, efficiently and in accord with Spruce Grove Public Library's values, every individual on library premises are asked to respect and abide by the following when using Library facilities.

Acceptable Behaviour Requirements:

Mutual Respect:

Generally,

Members of the library public are expected to act with respect and consideration towards other members of the public, staff and volunteers. Behaviour that is illegal, unsafe, disruptive, intrusive, harassing, threatening or otherwise not appropriate in a public place is not permitted.

Specifically,

Everyone is expected to:

- Dress appropriately, including wearing shirts and proper footwear at all times.
- Attend to, and supervise, children in their care (See Use of the Library by Children Policy).
- Place personal belongings on or against buildings, furniture, equipment or fixtures in a manner that does not impede safe passage by Library staff or patron use of the facilities.
- Attend to personal belongings.
- Use library furniture, equipment, and facilities properly, and only for the usual and intended purposes.
- Use washrooms only for their intended purpose.
- Use personal electronic devices at a volume that does not disturb others enjoyment of the Library, including but not limited to, cell phones, mp3 players, laptop computers and tablets.
- Follow the reasonable direction of a library staff member, including leaving the Library promptly at closing time and when asked to leave during fire or other emergency situations.

Examples of behaviour that is NOT permitted include but are not limited to:

- Threatening, abusive, discriminatory, obscene, harassing language, or conduct of any kind.
- Deliberate damage, misuse, theft, or in a manner likely to cause personal injury to the user or others of Library equipment, material, or property is not permitted. Users agree to open all bags for inspection by staff, if so requested.
- Being under the influence of any intoxicating liquor or illegal substances.
- Selling, using, or possessing illegal substances.
- Possessing, selling, distributing or consuming any alcoholic beverage, except as allowed at a Library-approved event.
- Carrying weapons or implements which can be used as weapons.
- Sleeping in or on library premises.
- Vandalism or graffiti.
- Smoking or other use of tobacco.
- Consuming food or drink that creates a nuisance because of odour, garbage or spills.
- Disturbing others due to offensive body or clothing odour.
- Use of sports equipment is not allowed on Library property, including roller skates, skateboards, bicycles and other similar items.
- Parking vehicles on Library premises for purposes other than Library use. Vehicles parked in violation of this stipulation may be towed at the owner's expense.
- Taking Library materials into washrooms if the materials have not been checked out.
- Soliciting, petitioning, or distributing written materials or canvassing for political, charitable or religious purposes without Library staff authorization may be conducted on Library premises.
- Violating the Library's rules for Internet Public Access (See Acceptable Use of Public Computers Policy).
- Animals are not welcome in the Library, or leaving an animal tethered and unattended on Library premises. However, animals may enter in the Library if they are either:
 - a. A Registered Service animal at work, or,
 - b. Participating in a Library program organized to accommodate them.
- Access to "employee-only" areas is prohibited unless authorized by staff.
- Photographing or filming at the Library without prior approval from a senior staff member.

Application:

Library staff endeavour to apply this Public Code of Conduct in an equitable manner. When violations occur, staff are obligated to inform violators of appropriate conduct and to state the consequences.

Those persons who do not follow this Public Code of Conduct may be subject to the following:

- Exclusion from the Library premises.
- Suspension of Library privileges and services.
- Cost-recovery for damages.
- Criminal prosecution.

Repeat Offenses:

Individuals who repeatedly violate these Acceptable Behaviour stipulations after having been previously excluded for library conduct violations may face a longer exclusion than indicated in these guidelines. Repeat offenders need not commit the same violation to be subject to stricter enforcement and may not be warned that their behaviour is inappropriate before being excluded.

Legislation:

Conduct in public libraries is prescribed by various federal, provincial, and municipal pieces of legislation, including (but not restricted to):

- Human Rights Act (Alberta)
- Criminal Code (Canada)
- Child and Family Services Act (Alberta)
- Child, Youth and Family Enhancement Act (Alberta)
- Trespass to Premises Act (Alberta)
- Libraries Act (Alberta)

Thank you for ensuring that your actions are consistent with this Code.