

## Lib-02-004

### Section: Library Patrons/Users

#### Title: Patron Behaviour Within the Library

Approval Signature: \_\_\_\_\_

\_\_\_\_\_, Chair, Tofield Library Board

Latest Revised Date: \_\_\_\_\_

1. Patrons of the Tofield Municipal Library, whether members or not, are expected to treat the Library, the Library's materials, furnishings, and equipment, as well as other patrons and/or Library staff, with respect and courtesy.
2. All materials, furnishings, and equipment within the library are under the protection of the library, whether they are owned by the library.
3. Patrons within the Library facilities will not disturb any other library user and/or Library staff.
4. If a patron is found to be disturbing other patrons and/or Library staff, that patron will be reminded by Library staff to act in a courteous manner.
5. After being reminded by Library staff, if a patron refuses to act in a courteous manner toward other Library patrons and/or staff, that patron will be asked by library staff to leave the library.
6. If the patron refuses to leave the library, Library staff will call the police.
7. If the police are called, as soon as feasibly possible, Library staff will call the Director to inform her of the incident.
8. Patrons will not misuse or cause damage to any equipment, furnishings, or materials that are under the library's protection.
9. If a patron is found to be damaging or misusing any equipment, furnishings, or materials that are under the library's protection, depending on the level of damage or misuse, that patron will be warned or will be asked to leave the library.
10. If the patron is asked to leave the library and refuses to abide by that request or is abusive toward Library staff or any equipment, furnishings, or materials that are under the library's protection, the police will be called.
11. For any incident requiring removal of a patron or where the police are called, an incident report will be completed by any staff who was involved in the incident and that report will be given to the Director.