

TOWN OF VEGREVILLE LIBRARY BOARD POLICY MANUAL

Category: Library Patrons

Policy Number: LIB-02-003

Title: Patron Behaviour in the Library

1. Library patrons, whether cardholders or not, are expected to treat the Library, it's contents, other patrons, and Staff with respect and courtesy.
2. Unacceptable behaviours include, but are not limited to, the following:
 - Foul language or swearing
 - Smoking on Library property
 - Solicitation on Library property
 - Damaging Library materials or facilities
 - Public intoxication
 - Verbal or physical harassment, intimidation, or abuse of Library patrons, staff, or volunteers
 - Possession, sale, or consumption of alcohol or controlled substances on the premises
 - Other illegal activities.

Managing Unacceptable Patron Behaviour

3. All instances of unacceptable patron behaviours are to be documented and discussed with the Library Manager.
4. Clearly no all-encompassing approach can be provided for dealing with unacceptable behaviours, but items 5 through 9 describe a usual course of action for dealing with disruptive patron behaviour. They are suggested guidelines only and are not meant to be firm rules. Action must be taken as dictated by the situation.
5. If a patron is found to be physically or verbally disruptive, abusive, or destructive to:
 - other patrons,
 - Library Staff and volunteers, or
 - any equipment, furnishings, or materials under the Library's protection,that patron will be reminded by Library staff to act in a respectful manner.
6. After being reminded by Library Staff, if a patron refuses to act in an appropriate manner, that patron will be asked to leave the Library.
7. If the patron refuses to leave the Library, Library Staff will call police.
8. If police are called, as soon as feasibly possible, Library Staff will contact the Library Manager to inform them of the incident.
9. For any incident requiring removal of a patron or where police are called, an incident report will be completed by any Library Staff involved in the incident and that report given to the Library Manager to be filed as per Town of Vegreville procedures.
10. In the incident report, a full description of the patron will be noted by Library Staff, including name, address, telephone, height, weight, clothing description, or anything else that will help police and the Library Manager to complete an investigation into the incident, if necessary.

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Continuation of Policy Number: LIB-02-003

Title: Patron Behaviour in the Library

11. A serious incident may result in the patron being banned from the Library. Such a ban may be either temporary or permanent and may be a partial or complete ban, as decided by the Library Manager. Notification of such a ban should be made known to the patron in writing, if possible, and the Board advised of this action.
12. A patron who has been banned from the Library may, within 30 days of the ban, make an appeal to the Board. The decision of the Board will be communicated to the appellant, both by telephone and in writing, and will be final and not subject to further appeal.
13. If a patron is behaving abusively toward themselves, Library Staff will contact police, who will determine and contact the appropriate organization or agency to intervene.
14. If inappropriate behaviour is occurring over the phone, Library Staff will calmly explain to the individual that the telephone call is being terminated and quietly disconnect the call.
15. In all cases of unacceptable behaviour not requiring an incident report, notation must be made on an "Internal Incident" record form and the Library Manager or designate notified.
16. Unacceptable behaviour for children may include being noisy, running loose, or disturbing other patrons. Managing disruptive behaviour in children depends on the individual situation. Staff or volunteers may be able to distract a screaming child; or may provide comfort to a child who is lost or frightened. It is important to explain the unacceptable behaviour as well as why it is unacceptable. If the child's behaviour continues to be disruptive, both the parent and the child may be asked to leave the premises.

Date Approved: January 20, 2021

Board Chair Signature: 

Date to be Reviewed: January 2024