

Code of Conduct Policy

Bibliothèque Allard Regional Library is committed to providing a safe and welcoming environment for the public and for staff members. This Code of Conduct has been established to ensure a positive experience for everyone.

We expect library users to:

- Dress appropriately (shoes and shirts must be worn)
- Accompany & supervise children in their care
- Attend to their personal belongings
- Use the library furniture, equipment and facilities for their intended purposes only
- Members of the public must open all bags, books and papers for inspection if requested by staff
- Respect individuals with sensitivities to scents and limit the use of fragrances. This includes exhibiting personal hygiene which is offensive and/or a health risk to others
- Leave the library promptly at closing time and when requested to do so in emergency situations
- Only bring in service animals into the building, all other animals are not permitted.

Examples of behaviours which are NOT permitted include:

- Intoxication or substance abuse
- Threatening, abusive or harassing language, behaviours or actions
- Vandalism, theft, or other criminal activity
- Interfering with another customer's use and enjoyment of the library or interfering with staff in performing their work
- Following another person or staring at another person with the intent to annoy, harass, or threaten
- Loitering
- Violating the library's computer policy
- Using, selling, possessing or being under the influence of controlled substances on library property is not allowed
- Photographing, filming or video recording on library property must not be conducted without prior written approval of the Library
- Eating is not allowed amongst the collection or by the computer stations
- Use of public computers or public WiFi for pornography or other restrictions in the Internet Policy will result in loss of library privileges/access.

Consequence of violating the Bibliothèque Allard Regional Library's Code of Conduct:

- In the event of a patron exhibiting harmful or potentially harmful behaviour, that individual will be asked to leave and the RCMP will be called
- Any behaviour that does not support a welcoming environment and/or violates the Code of Conduct may result in cost-recovery charges, suspension of library privileges, exclusion from the library and prosecution.

These rules have been approved by the Bibliothèque Allard Regional Library's Board of Directors.

The library reserves the right to bar any individual whose behaviour falls under this policy

DATE ADOPTED: June 24, 2019

Bibliothèque Allard Regional Library
LIBRARY CODE OF CONDUCT COMPLAINT FORM
(To be completed by Employee)

Name of complainant: _____

Name of alleged offender: _____

Nature of the allegation:

Date (s), time(s), and place(s) where the incident(s) took place:

Did anyone witness the incident? Yes No

If yes, name(s) of witness(es):

How did you react to the alleged incident?

If applicable, describe any incident that took place previously:

I hereby certify that to the best of my knowledge the above-mentioned information is true, accurate and complete. Making false or frivolous allegations is in violation of this policy.

Signature

Date