

PATRON CODE OF CONDUCT POLICY

Approved December 1, 2016, Revised February 20, 2025

Southgate Public Library encourages every individual in the community to make use of the library resources and services. Visitors, patrons, employees, and volunteers have the right to enjoy a Library environment that is respectful, courteous, and safe. This Code of Patron Conduct is intended to ensure the dignity and safety of all and to maintain the security of library property without disruption to library services.

1. Be respectful of others

- Guide and/or service animals are welcome in the library.
- Set your mobile device to vibrate or mute. If you must use your phone, please go outside or into the foyer in order to not disturb others.
- Use respectful language. Abusive, foul, discriminatory, violent or harassing language or behaviour towards fellow library users or employees will not be tolerated.
- Follow the Internet Access and Use Policy while using the Internet. Respect the sensibilities of others when viewing materials on the Internet in the Library.
- Get permission from the Library to distribute literature or post materials on Library property. Canvassing, soliciting, or unauthorized distribution of material is not permitted in the Library.
- Permission is required by Library Management before any photographing, filming and/or audio recording is done on library property. Parents/guardians must provide further permission for those in their care.
- Permission is required to distribute or post materials on Library property.
- Wear appropriate attire, including shirts and footwear.

- Behave in a manner that will not interfere with the ability of others to enjoy, use, study, or work in the library. Patrons will recognize that disorderly conduct is not acceptable. Disorderly conduct includes brawling or fighting, engaging in offensive, obscene, abusive, boisterous, harassing, or noisy actions, or using offensive language.

2. Be respectful of Library property

- Use the Library's materials, computers, equipment, facilities (e.g. washrooms) and furniture with respect and care and only for their usual and intended purposes.
- Throw out or recycle your garbage.
- Keep aisles, corridors, and spaces around you clear so that others can easily access them.
- Consumption of light snacks and covered non-alcoholic drinks is permitted in the public areas of the library, except around electronic equipment, provided doing so does not result in any damage to library materials or furnishings. Staff reserve the right to prohibit both as required and no hot meals or overly odorous foods are permitted.

3. Be Safe

- Parents/guardians must follow and be aware of the Safe Child Policy. Children under 10 must be accompanied by a responsible parent/guardian/caregiver or sibling 16 or over.
- Keep your belongings with you as the Library is not responsible for lost items
- Leave the building in case of fire, fire drills, or other emergencies. Follow the instructions of Library employees.
- Smoking or vaping is not allowed in the library building or within 9 meters of any library door. Intoxication or possession of alcohol or drugs is not allowed on Library premises.
- Public access to STAFF ONLY areas is prohibited unless authorized by a member of the library staff.
- Illegal activity while in the library building is prohibited.
- For the safety of all patrons: walk, don't run in the library. Refrain from using wheeled toys, sports equipment, skateboards, or roller blades in the library.

We ask that you respect this Patron Code of Conduct and follow all Library policies. Employees will make every effort to apply these policies in a fair, dignified, and consistent manner for the benefit of everyone. Anyone choosing to violate the Library's Patron Code of Conduct Policy and/or refusing to modify behavior will be asked to leave. If someone is asked to leave and refuses to do so, the police may be called.