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**Purpose:** The Town of Banff Public Library Board is committed to fostering a positive, safe and comfortable environment in which all persons using the Library's services and facilities are treated with respect and dignity.

1. This policy has been created to ensure that:
  - 1.1. Acceptable behaviour in the library is defined and understood;
  - 1.2. Behaviour standards are enforced consistently and fairly;
  - 1.3. Staff members feel supported when dealing with patron conduct and/or complaints about patron conduct.
  
2. **Conduct of Library Users**
  - 2.1. Library users are expected to abide by all Library policies, guidelines and procedures.
  - 2.2. Food and drink may be consumed in the library provided that no damage or soiling results. Patrons are expected to exercise this privilege responsibly.
  - 2.3. Consumption of, sale of, and/or visible intoxication by alcohol or drugs is prohibited.
  - 2.4. Disruptive behaviour including excessive noise, swearing and verbal aggression is prohibited.
  - 2.5. Harassing behaviour and sexual harassment are prohibited. Harassment includes offensive, demeaning or belittling comments and other uninvited, bothersome contact. Sexual harassment includes unwelcome sexual remarks, jokes, propositions, leering, staring, touching and display of suggestive images or other objectionable content.
  - 2.6. Damage or inappropriate use of library equipment, furnishings and facilities is prohibited.
  - 2.7. Violence and aggression including threats, verbal abuse, intimidation, physical contact and display of weapons are prohibited.
  - 2.8. Animals are not allowed in the library except for qualified service dogs. An Alberta Service Dog Identification Card is required to demonstrate the animal's qualification.
  - 2.9. Library users shall dress appropriately including wearing shirts, shoes, and other appropriate attire.
  - 2.10. Photographing, filming and video recording on Library property requires pre-authorization by the Library Director.
  - 2.11. Public distribution of documents or petitions, solicitation, proselytizing and political campaigning are prohibited.
  
3. **Consequences of Prohibited Conduct**
  - 3.1. Library users who engage in prohibited behaviour or otherwise violate the Public Code of Conduct Policy may be warned by staff, ordered to leave the library for the remainder of the day, or banned from the library for a longer time period, depending on the severity of their conduct. Police may be called to intervene, and/or criminal charges may be laid when appropriate.



References:

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## ATTACHMENT 1 – PUBLIC CODE OF CONDUCT POSTER (SAMPLE 1)

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# PUBLIC CODE OF CONDUCT

All patrons and visitors to the Banff Public Library are expected to be:

- Respectful of others in the Library, including patrons, visitors, staff and volunteers
- Careful and considerate of Library property
- Lawful
- Responsible

We request that our patrons and visitors:

- Dress appropriately. Shoes and shirts must be worn
- Attend to and supervise children in their care
- Attend to personal belongings
- Use Library furniture, equipment, washrooms and property with respect and for their intended purposes only
- Leave the Library promptly at closing, and when requested to do so in emergency situations

Examples of unacceptable behaviours include:

- Verbal, physical or visual abuse of any kind towards another person in the Library
- Threatening others
- Damaging or destroying Library property, equipment, or materials
- Theft
- Intoxication or consuming liquor or illegal drugs on the Library premises
- Fighting, arguing or swearing
- Sleeping or loitering
- Bringing pets inside the Library. Service Dogs as defined under the Alberta *Service Dog Act* are welcome. Dog owners should carry their Service Dog ID cards with them and be willing to present it if requested
- Exhibitionism or lewd behaviours
- Sexual advances or abuse
- Using cell phones, pagers, headphones, or other communication devices which disturbs others' use of the Library
- Eating or drinking at the public Internet stations

Repeated violations will result in being asked to leave the premises, suspension of Library privileges, charges for damages and/or criminal prosecution.

**Please be aware that police will be called if behaviour is threatening in any way.**

**Copies of the full Patron Code of Conduct Policy are available upon request**

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References:

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**ATTACHMENT 2 – PUBLIC CODE OF CONDUCT POSTER (SAMPLE 2)**

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**ZERO**  
**TOLERANCE**

Swearing, threats or any  
act of violence will not be  
tolerated.

*Anyone giving verbal  
abuse to members of staff  
will be asked to leave the  
premises.*

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