

MANAGEMENT OF PATRON CONDUCT

COMMITTEE:	Senior Leadership Team	PASSED:	22 October 2015
TOPIC:	Use of Public Spaces	AMENDED:	14 April 2016; 6 March 2017
		REVIEW PERIOD:	As required.

MANAGEMENT GUIDELINES

1. Library staff are supported to make decisions based on their own professional judgement and common sense. What may be disruptive to one individual may not be disruptive to another.
2. Public use of library spaces, materials, furniture and equipment is encouraged and supported, provided:
 - a. it is unlikely to result in damage to, or loss of, library materials, furnishings or equipment
 - b. it does not negatively impact the library environment (i.e. strong smells or loud noises)
 - c. it does not contravene library rules, including the Code of Conduct or B-OP-10 ACCEPTABLE USE OF THE INTERNET AND PUBLIC LIBRARY WORKSTATIONS policy.

Patrons who cause damage or loss may be charged an applicable cleaning or replacement fee at the discretion of the Director of Library Services.

3. Disruptive conduct requires staff involvement when it interferes with other persons' use and enjoyment of the Library and/or when it could result in injury to self, others or property. . Library staff should refer challenging situations to a Librarian, the Designated Person In Charge, a Branch Coordinator or a Manager.
4. Examples of disruptive conduct warranting staff intervention include, but are not limited to:
 - a. smells that are highly offensive
 - b. excessive noise
 - c. damage of property
 - d. unwanted comments or touching
 - e. viewing explicit sexual material on Library or personal computers and devices that is readily viewable, or disruptive, to others

Staff should refer to the Emergency and Security Manual for guidance and support on how to deal with disruptive patron conduct, including "Guidelines for Banning Problem Patrons."

RELATED POLICIES AND PROCEDURES

- B-OHS-02 PREVENTION OF VIOLENCE IN THE WORKPLACE
- B-OP-10 PUBLIC INTERNET ACCESS AND COMPUTER USE POLICY
- B-OP-14 INTELLECTUAL FREEDOM
- "Problem Patrons or Situations" in the NVDPL Emergency and Security Manual
- MG-OP-06.1A Code of Conduct