

## 4. Facilities

### 4.1. Hours of Operation

4.1.1. The Board is committed to offering convenient hours of service to its users. The hours of operation of the Library shall be set by the Board and will be periodically re-assessed by means of surveys and staff observation studies to determine peak hours of operation.

4.1.2. The Library Manager, or designate, may close the Library if a mechanical emergency or environmental condition prevents the safe operation of the building. The Library may also be closed temporarily due to an emergency on the request of the police, fire department or other public services.

4.1.2.1. The Library days of closure for the year will be set at the January Board meeting.

### 4.2. Unattended Children

4.2.1. The Board is committed to welcoming children of all ages to the Library. Staff members, however, cannot be responsible for their safety or supervision. Parents and caregivers are reminded children may be at risk in a public place and should not be left unattended.

4.2.2. Children age 7 and under must be supervised within arms reach by a responsible caregiver, 16 years of age or older. Children eight and older may be left unattended provided they are able to care for themselves and are mature enough to understand and follow Library rules.

4.2.3. If a child is unattended, in distress, or disruptive, the Library staff will try to identify and locate the parent or caregiver. If the parent or caregiver cannot be located or the Library is closing, the police will be called.

### 4.3. Stolen or Lost Property

4.3.1. The Library is not responsible for user belongings or valuables, including those left in the Library.

4.3.2. Where it is possible to ascertain the rightful owner of a lost article, Library staff will make every effort to contact that person.

4.3.3. Found items will be kept by the Library for 30 days to 3 months and will be disposed of if not claimed. Cash found over \$50 will be reported to the RCMP; unclaimed cash will go into the Library's General Revenues.

4.3.4. Found books are kept for 30 days and then donated or disposed.

4.3.4.1. Use of Library computer workstations for illegal, actionable conduct, or to seek access to unauthorized areas is prohibited.

4.3.4.2. The Library assumes no responsibility for any direct or indirect damages to user property from the use of the Library computer workstations.

4.3.4.3. The Library is not responsible for any commercial transactions made while using the Library computer workstations.

4.3.4.4. Attempts by a computer user to change the configuration of Library computer equipment and/or software may result in the loss of Library privileges and/or criminal prosecution.

4.3.4.5. When requested by a Library staff person, the user must leave a computer workstation immediately.

#### 4.4. Food and Beverage

4.4.1. Consumption of food and non-alcoholic beverages will only be permitted in designated areas of Library premises, provided such activity does not interfere with the use and enjoyment of Library premises by other patrons or result in any damage to Library materials, furnishings or equipment.

4.4.2. Patrons who consume food and beverages on Library premises may be held liable and accountable for any damage, repair, or additional expense that may be incurred because of this activity.

#### 4.5. The Tom Peterson Room and Other Library Spaces

4.5.1. The Board is committed to allowing the use of space not required for Library operating purposes to be used by other community not-for-profit groups, commercial groups and business organizations on a first come, first served basis.

4.5.2. The Library Manager may deny a group use of space in the Library, but denials may be appealed to the Board in writing. All denials shall be reported to the Board.

4.5.3. Admission fees charged for programs taking place in the Library must be approved by the Library Manager or his/her designate.

4.5.4. Study rooms are available on a first-come, first-served basis or by reservation. Reserved rooms will be held for 15 minutes past their reserved time and then become available to other patrons.

4.5.4.1. A maximum of five people are allowed in a study room at one time.

4.5.4.2. In order to use a study room, patrons must first check-in at the front service desk and provide some form of personal identification, preferably their library card, in order to sign out the room.

4.5.4.3. The individual who signs out the room accepts responsibility for the state of the space. This may include charges for damage to the rooms or their furnishings.

4.5.4.4. Patrons must sign out of the space and close the door behind them when they leave the study room.

4.5.4.5. Study rooms may be used for a maximum of 2 hours daily by an individual or group. However, patrons may continue to use a study room past their 2-hour limit, provided no one has a reservation or is waiting for the next available room.

4.5.4.6. Only cold snack foods and beverages in close containers are permitted.

4.5.4.7. Use of all tobacco products, vapes, cannabis products, and alcohol is strictly prohibited.

4.5.4.8. As study rooms are not sound-proof, disruptive noises and loud conversations will not be tolerated.

4.5.4.9. Patrons who are in violation of any of the above rules or who otherwise damage or fail to clean up after themselves may face temporary or permanent bans from use of the study rooms.

#### 4.6. Library Environment

4.6.1. The Board is committed to providing a harassment free Library environment. Individuals exhibiting behaviour damaging to a clean, pleasant, safe Library environment may be excluded from the Library premises for extended periods of time up to, and including, permanent exclusion. Inappropriate behaviour may also result in police involvement and/or criminal charges being laid.

4.6.2. Library staff will remove themselves from situations when they experience or reasonably expect that they could experience verbal or physical harassment and/or abuse from belligerent and non-compliant patrons by refusing to provide service and disengaging from the situation in such a way that protects the psychological health and safety of the staff member.

4.6.2.1. Library staff may ask a patron or patrons to leave the Library for the day in instances where they are displaying belligerence and non-compliance with Library code of conduct.

4.6.2.2. Library staff may contact local law enforcement to remove an individual from the Library in instances where they remain belligerent or non-compliant after warnings regarding their behavior.

4.6.2.2.1. Library staff will collaborate to facilitate law enforcement's entry into the Library and identification of the pertinent patron if necessary.

4.6.2.2.2. Belligerent and non-compliant patrons will be provided with the contact information of the Library Manager and/or Library Assistant Manager should they request it or wish to issue a complaint.

4.6.2.3. Patrons who display a continual habit of belligerence and non-compliance in the Library may receive a temporary or permanent ban from Library staff, based on the severity of their behavior.

4.6.2.3.1. Bans will be implemented in accordance with the Library Banning Procedure.

APPROVED: March 25, 2024