

Patron Rights and Responsibilities

The Cumberland Regional Library supports the rights of all individuals to:

- Use the library without discrimination.
- Receive friendly, courteous and respectful service.
- Have free and equal access to information.
- Use the library undisturbed without threat of harm, invasion of property or interference.

The library is for everyone's enjoyment. The following guidelines for patron conduct are essential to ensure respect for individuals who use this public facility.

To allow for the safety of all patrons and staff:

- Use of skateboards, roller blades, roller skates or scooters are not allowed in the library.
- No fighting, shoving, throwing items or rough-housing.
- No running.
- Do not leave children unattended and properly supervise children.
- Patrons should promptly leave the library at closing time.
- Verbally or physically threatening behaviour or harassing other patrons or staff will not be tolerated. This includes stalking, staring, lurking and offensive touching.
- Do not block aisles, exits or entrances by sitting, lying or loitering in them or with personal property such as backpacks or coats.

To ensure individuals' right to use the library free of disruption:

- Do not disturb others with loud talking, yelling or other noise.
- Use of profane, obscene or injurious language directed at another person will not be tolerated.
- Refrain from using audible devices without headphones or with headphones set at a volume that disturbs others and from using cell phones, pagers and other communication devices in a manner that disturbs others.
- No soliciting or panhandling on library property.
- No smoking/vaping.

To allow for quality, uninterrupted service:

- Phones are for staff use and emergencies only.
- Do not interrupt staff while they are serving others. Patrons will be waited on in turn.
- Treat staff in a respectful manner. This includes not shouting, snapping fingers or drumming fingers on the counter to get their attention.

When the above listed guidelines are not observed, Library staff may, with reasonable discretion, discipline those persons who are not abiding by this policy. Discipline may include removal from the building and/or loss of library privileges.

When library staff observes other behaviours that are not listed, but are deemed disruptive and/or dangerous, staff may impose reasonable discipline.

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