

Title	Dealing with Disruptive Persons		
Number	89-01	Date	
Revised	Dec 13, 1995; Feb 01, 2016; Jun 18 2025		
Statement of Purpose			
<p>The Fort Saskatchewan Public Library is a welcoming community hub for learning, leisure, and connection. To ensure a positive experience for all, we have established this Disruptive Persons Policy, balancing individual rights with the need for a safe, respectful environment. We expect all patrons to conduct themselves respectfully, considerately, lawfully, safely, and responsibly while on Library property. While conversation is encouraged in general areas, it should remain at an appropriate volume, avoiding disruption to others. Quiet study spaces require minimal conversation. Designated spaces, like the program room, may have higher activity levels. Disruptive or disrespectful behaviour towards staff or patrons will be addressed swiftly and professionally. Verbal or physical abuse is strictly prohibited.</p>			
Definitions			
<p>A disruptive person of any age is considered such when disturbing other patrons in a manner that is over and above casual conversation/activity levels and upsetting or keeping other patrons from working, studying, and/or enjoying the Library space.</p> <p>Examples of minor disruptive behaviour include: yelling; running; very loud music/games/other audio.</p> <p>Examples of major disruptive behaviour include: swearing/verbal abuse; gesturing profanely; throwing items; standing or jumping on Library furniture and equipment; soliciting, canvassing, selling or distributing unsolicited materials without permission; posting notices, flyers or petitions without prior written approval; any conduct that intimidates others.</p>			

Policy

Unacceptable Disruptive Behaviours

The following list provides examples of behaviour that is considered disruptive and unacceptable within the Library. This list is not exhaustive.

- Excessive Noise: Conduct or language which is excessively noisy, including yelling, disruptive use of cell phones or other devices, and playing audio equipment without headphones or at a volume that disturbs others. Quiet study spaces require conversation to be kept to a minimum.
- Disorderly Conduct: Behaviour that interferes with any person's comfort and use of the library.
- Abusive, Threatening, Insulting, and/or Harassing Behaviour: Any conduct that intimidates others or incites unlawful or otherwise prohibited conduct. This includes verbal abuse, gesturing profanely, hostile or threatening actions towards staff or other library users, and harassment, including sexual harassment. Absolutely no verbal – nor of course physical – abuse of staff or other patrons in the Library shall be tolerated.
- Inappropriate Use of Space: Using more than one seat or study space when others require access. Bringing in personal items that will interfere with others' use of the space, including large items such as bikes and suitcases.
- Offensive Odours: Failure to maintain a level of personal hygiene that is non-offensive in public, or a smell that is highly offensive.
- Failure to Comply with Staff Direction: Not abiding by any measures put in place to protect the health and safety of the library users and staff, or the failure to comply with direction given by staff acting in the performance of their duties or interference with the performance of such duties or other Library operations.
- Substance Use: Selling, using, possessing or being under the influence of alcohol or drugs. Visible intoxication from alcohol or drugs is also prohibited.
- Solicitation and Distribution: Soliciting, canvassing, selling or distributing unsolicited materials without prior written approval.
- Damage and Theft: Vandalism, graffiti, damage to or theft of Library property including materials and computers. Clients should not damage or deface books, furniture or equipment.
- Inappropriate Attire: Not wearing a shirt or shoes, or other inappropriate attire for a public space.
- Bringing Prohibited Items: Using in-line skates, skateboards or bicycles in the Library.

Consequences

Violations of this policy may result in consequences, including but not limited to, warnings, temporary or permanent suspension of library privileges, or involvement of law enforcement.

Staff Authority

Library staff are authorized to address disruptive behavior and enforce this policy. Library staff will address disruptive behavior in a fair and consistent manner, prioritizing the safety and comfort of all patrons.

Incident Report

These reports will be reviewed by the Library Director and may be used to determine appropriate consequences and identify patterns of behavior.

Right to Appeal

Individuals who have had their library privileges suspended or who have been prohibited from entering the Library may appeal the decision by filing a written statement of appeal with the Library Director.

Scope of Building Bans

If an individual is banned from City Hall or property the ban will also be upheld by the Library.

Approval

Signature



Nicole Starker Campbell
Board Chair



Behaviour Incident Report

Date & time of Incident			
Name of person reporting			
Description of Event	<i>Be brief, concrete, specific, and include names where appropriate</i>		
Reported to	<i>Library Director, Police, etc.</i>		
Comments	<i>Your assessment of the situation, concerns generated, background information, etc.</i>		
Staff signature/s		Date	
Witness (if needed)			
Name			
Email			
Address			
Telephone	Home	Cell	Business

Forward completed form to Library Director for processing/filing.