

Patron Code of Conduct Policy Update

Public Engagement Report – Spring/Summer 2024

Introduction

Community engagement is integrated into decision-making and planning at the Kingston Frontenac Public Library (KFPL). As part of the Library's commitment to community-informed development, updates to the Patron Code of Conduct are being made to meet the evolving needs of library patrons and staff. Along with other Library policies, it helps promote the safety, dignity and intellectual freedom of library patrons and staff, as well as the security of library property.

Engagement played an important role in shaping the updates, ensuring diverse perspectives were considered. This report highlights the methods used to engage the community, summarizes the feedback received and outlines how this input influenced the project's outcomes.

Background

Library policies are regularly reviewed, both on a pre-determined schedule, and based on operational need. The Patron Code of Conduct Policy was last reviewed by a staff committee in 2015. Revisions to the Policy were approved by the Library Board in February 2016, but later reversed after a significant amount of community feedback was received in response to changes. The Library Board then formed a [Community Engagement Committee](#) and implemented a [Community Engagement Policy](#) and Toolkit. Public consultation on the Patron Code of Conduct Policy took place in 2018, led by an external consultant. Progress on Policy updates was stalled by staffing changes and the COVID-19 pandemic.

An internal Working Group was formed in Spring 2024, with management and union representatives, including Joint Health and Safety Committee members, tasked with directing the project, making decisions on engagement opportunities and providing overall guidance regarding updates to the Patron Code of Conduct Policy. The Working Group met regularly between May and September 2024. Much of the Working Group's time was devoted to gathering and reviewing internal and external feedback and drafting an updated version of the Policy.

Engagement Objectives

The purpose of the engagement was to collect internal and external feedback on the

current Patron Code of Conduct Policy and to inform the ways it needed to be updated to suit the current needs of staff and library patrons.

Audiences

- ↳ KFPL Staff and Library Board
- ↳ Kingston and Frontenac County community

Engagement Methods

Engagement activities included staff information sessions, a series of in-person pop-ups at rural and urban KFPL branches, community outreach events, and community sessions with representatives serving the community across Kingston and Frontenac. These activities were designed to raise awareness of the Patron Code of Conduct Policy review, gather feedback and encourage participation in the Code of Conduct Survey, which was available in print and online and distributed via the Library's website and social media channels and through KFPL branches.

Participants ranged from long-term library patrons to occasional Library users and included parents, students, older adults and community members from Kingston and Frontenac. Outreach efforts were supported by City of Kingston and Frontenac County staff, as well as local non-profit organizations that encouraged wide participation in the survey.

Discussions with local community leaders focused on key issues such as housing challenges and increase in incidents between staff and service users. Their insights provided valuable context and helped KFPL better understand the broader challenges the community faces.

To gather a broad range of input, KFPL offered multiple engagement formats:

Staff information sessions

- ↳ Three staff information sessions held at the Calvin Park, Central and Isabel Turner Branches, with a focus on conversation and information sharing about the project goals and timelines.

Survey

- ↳ Staff survey (77 responses)
- ↳ Library Board survey (9 responses)
- ↳ Community survey available digitally and in-print at library branches (1,413 responses)

In-branch engagement pop-ups

- ↳ Four in-branch pop-up sessions at the Central, Isabel Turner, Rideau Heights and

Sydenham Branches provided library users with the opportunity to speak with a member of the Code of Conduct Working Group about the project.

Outreach events in the community

- ↳ Two outreach events, one at the Memorial Center Farmers' Market on June 23 and one at the Sharbot Lake Farmers' Market on July 13 where Working Group members were available to discuss the project and promote the community survey.

Community sessions

- ↳ Two in-person and one virtual information session with representatives from community organizations across Kingston and Frontenac County.
- ↳ Two presentations to community groups (Food Service Providers Group and Children, Youth & Family Services Collaborative).

What We Heard

The engagement process was valuable in ensuring revisions to the Patron Code of Conduct Policy reflect the needs of KFPL's diverse community and promote a safe and welcoming space for all. Data from survey results, conversations with key collaborators, library users and community members supported changes to the Policy, including a new name to better reflect the intent of the Policy.

KFPL staff, Library Board and members of the public provided input between May and July 2024. Over 1,500 people participated and provided suggestions and ideas.

As several questions in the surveys allowed respondents to select more than one option, data in the report is based on percentage of responses rather than number of respondents.

The following section of the report summarizes feedback collected from the community survey.

Library Use and Experiences

Survey participants were asked a series of questions about their overall experiences at the Library, whether they were frequent library users, what branches they visited most, reasons for using library services (such as picking up holds, attending programs, use of computers, studying etc.), frequency of visits and familiarity with the Patron Code of Conduct Policy.

- ↳ 6% were daily library visitors
- ↳ 24% were weekly library visitors
- ↳ 38% visited the library 1-3 times a month

- ↳ 3% had never visited the Library

In terms of overall library use, the highest percentage of survey participants selected engaging with the collection as their main reason for visiting a KFPL branch.

Respondents were given the option to select several ways they use KFPL services, and the results showed:

- ↳ 72% use the Library to borrow a book
- ↳ 63% use the Library to browse the collection
- ↳ 50% stop by their local branch to pick up a hold
- ↳ 35% use digital resources (e.g., Libby, Kanopy, Press Reader, Cantook Station)
- ↳ 20% attend programs
- ↳ 18% visit a branch to use the computer
- ↳ 17% visit a branch to use the Wi-Fi

When asked about their views on whether the Library is a safe and welcoming space:

- ↳ 51% strongly agreed and 37% agreed KFPL is a welcoming space.
 - 6% were neutral
 - 2% disagreed
 - 2% strongly disagreed
- ↳ 42% strongly agreed and 39% agreed KFPL is a safe space.
 - 12% were neutral
 - 4% disagreed
 - 1% strongly disagreed
- ↳ 42% strongly agreed and 28% agreed that KFPL is a space they are comfortable bringing their children.
 - 22% were neutral (Note: that as there was no n/a option, some respondents likely “neutral” instead)
 - 4% disagreed
 - 4% strongly disagreed
- ↳ 24% strongly agreed and 36% agreed that KFPL is a space for connecting with others.
 - 28% were neutral
 - 8% disagreed
 - 3% strongly disagreed

Data from the survey showed community members were not very familiar with the policy, with:

- ↳ 13% being very familiar
- ↳ 40% being somewhat familiar

↳ 46% not familiar

Overall, survey respondents agreed that the goal of the Policy should be to communicate general expectations for library patrons.

Current Policy

Survey participants were asked to review each line in the Policy and provide direction on whether an item should be **kept**, **removed** or **changed**. Respondents were also prompted to provide ideas and suggestions on how each clause should be changed.

“Please use respectful language and respect the rights of others to work and enjoy the library. Abusive, coarse, violent, or harassing language or behaviour towards fellow library users or staff will not be tolerated.”

↳ **Keep** – 91.5% **Remove** – 3.4% **Change** – 4.5%

“Speak and work at a quiet volume. Minimize distracting noises.”

↳ **Keep** – 83% **Remove** – 5% **Change** – 12%

“Cell phone use is permitted at low volume. Please set cell phones to vibrate or mute.”

↳ **Keep** – 80% **Remove** – 4% **Change** – 14%

“Use library materials, computers, equipment and furniture with respect and care and only for their usual and intended purposes. Interfering with the designated use of computers and networks is not permitted.”

↳ **Keep** – 90% **Remove** – 3% **Change** – 6%

“Please report disruptive behavior to a KFPL staff member immediately.”

↳ **Keep** – 87% **Remove** – 5% **Change** – 6%

“Obtain authorization before posting materials, taking photographs, filming or recording.”

↳ **Keep** – 83% **Remove** – 7% **Change** – 9%

“Canvassing, soliciting, or unauthorized distribution of material is not permitted in the library.”

↳ **Keep** – 91% **Remove** – 4% **Change** – 4%

“Loitering on library premises is not allowed.”

↳ **Keep** – 58% **Remove** – 20% **Change** – 20%

“Sleeping on library premises is not allowed.”

↳ **Keep** – 70% **Remove** – 19% **Change** – 10%

“Use authorized entrances and exits only and respectfully keep clear of any areas designated as ‘Staff Only’.”

↳ **Keep** – 91% **Remove** – 6% **Change** – 3%

“Enjoy cold food and covered drinks in designated areas of the Library.”

↳ **Keep** – 81% **Remove** – 6% **Change** – 12%

“The use of alcohol, cigarettes or illegal drugs* is not allowed on library premises.”

*Policy predates cannabis legalization.

↳ **Keep** – 75% **Remove** – 3% **Change** – 20%

“Being under the influence of alcohol or illegal drugs is not allowed on library premises.”

↳ **Keep** – 80% **Remove** – 7% **Change** – 12%

“The possession of illegal drug paraphernalia is not allowed on library premises.”

↳ **Keep** – 84% **Remove** – 9% **Change** – 6%

“Weapons are not permitted on library premises.”

↳ **Keep** – 92% **Remove** – 4% **Change** – 4%

“Attend to and supervise the children or other individuals in your care.”

↳ **Keep** - 93% **Remove** - 3% **Change** - 4%

“Wear appropriate attire, including shirts and footwear.”

↳ **Keep** – 83% **Remove** – 7% **Change** – 10%

“Use your sports equipment off library premises.”

↳ **Keep** – 79% **Remove** – 10% **Change** – 10%

“Permit inspection by library staff or security of personal bags or cases when leaving the library.”

↳ **Keep** – 70% **Remove** – 15% **Change** – 15%

“Your guide and/or service animals are welcome in the library.”

↳ **Keep** – 81% **Remove** – 9% **Change** – 9%

Feedback was reviewed by the Code of Conduct Working Group. Overall, respondents showed a strong preference for keeping all current items as part of the Policy, with “Keep” responses averaging 75%.

Loitering and bag inspection provisions, as well as language around use of alcohol and illegal drugs were flagged as needing to be removed or reviewed based on responses to this question, along with the wording of several clauses, as respondents provided comments regarding clarity, intent and inclusiveness of the language used.

Recommendations

The Patron Code of Conduct Policy supports the Library’s mission to build community through inclusive, welcoming and safe spaces for all. The Library provides free and

equitable access to services and collections that advance literacies and invite people to innovate, learn, explore, and connect.

As a result of those guiding principles, the Working Group is recommending changes to the Policy reflecting the feedback received, as well as sector benchmarks and best practices. A copy of the Draft Policy is attached to this report.

A name change is also being recommended from Patron Code of Conduct Policy to Library Use and Conduct Policy.

Overall, the Policy was edited to be more concise and easier to understand. The following points outline the recommended changes to the Policy:

- ↳ Clauses regarding respectful language, food and drink, service animals and attire were edited for clarity and to provide references to appropriate legislation.
- ↳ The sports equipment line was edited to include scooters and carts and to clearly state that they should be left outdoors.
- ↳ The line regarding illegal substances was edited to remove the part about patrons being under the influence and was expanded to include the preparation and selling of illegal substance on library premises.
- ↳ Sleeping at the library was kept as part of the Policy, but edited to include a supplementary line as to why this measure is necessary in the context of current community events.
- ↳ Bag inspection, restrictions on cell phone use, speaking at a certain volume and loitering were removed from the Policy as they no longer align with intended use of KFPL spaces and/or are covered by other parts of the Policy.
- ↳ An item was added to encourage library patrons to follow directions from security and staff and to leave the building at closing and as requested during emergency situations.
- ↳ Edits were made to include mention of online and community spaces, as the previous Policy focused exclusively on physical spaces.

The Code of Conduct Working Group carefully reviewed all information collected during the engagement process and recommended changes directly supported by the survey data, internal incident reports, library best-practices and Health and Safety regulations and considerations. The recommendations aim to ensure the Policy fosters positive experiences for KFPL patrons and staff, complies with health and safety regulations, and upholds the Library's commitment to being a welcoming space for all.

The Draft Policy refers to a "Procedure on Responding to Library Use and Conduct Policy Violations" in section 5 under Compliance. Banning guidelines will be reviewed and procedures revised as part of the implementation of the new Policy.

Next Steps

The Draft Policy will be presented for review to the Kingston Frontenac Public Library Board at their September 25, 2024 meeting.

Additional public and staff engagement is planned in October 2025, with a final draft of the Policy going to the Library Board in November 2024 for approval.

A final engagement report will be made available December 2024.

Supplementary Materials

2015 Patron Code of Conduct Policy (attached)

2024 Library Use and Conduct Policy Draft (attached)

2024 Community Survey Questions (attached)

KFPL Patron Code of Conduct

Everyone is welcome at the Kingston Frontenac Public Library (KFPL).

The library is dedicated to providing an accessible, inclusive, comfortable and welcoming place for all members of the public to meet and interact. Library staff make every effort to apply these rules in a fair, dignified and respectful manner. We ask your cooperation in maintaining a welcoming environment for everyone to enjoy while using KFPL facilities, collections and services.

These are some of the conditions for ensuring the comfort and safety of everyone:

- Please use respectful language and respect the rights of others to work and enjoy the library. Abusive, coarse, violent, or harassing language or behaviour towards fellow library users or staff will not be tolerated.
- Speak and work at a quiet volume. Minimize distracting noises.
- Cell phone use is permitted at low volume. Please set cell phones to vibrate or mute.
- Use library materials, computers, equipment and furniture with respect and care and only for their usual and intended purposes. Interfering with the designated use of computers and networks is not permitted.
- Please report disruptive behavior to a KFPL staff member immediately.
- Obtain authorization before posting materials, taking photographs, filming or recording. Canvassing, soliciting, or unauthorized distribution of material is not permitted in the library.
- Loitering or sleeping on library premises is not allowed.
- Use authorized entrances and exits only and respectfully keep clear of any areas designated as "Staff Only".
- Enjoy cold food and covered drinks in designated areas of the library.
- The use of alcohol, cigarettes or illegal drugs is not allowed on library premises. Being under the influence of alcohol or illegal drugs is not allowed on library premises. The possession of illegal drug paraphernalia is not allowed on library premises.
- Weapons are not permitted on library premises.

- Attend to and supervise the children or other individuals in your care.
- Wear appropriate attire, including shirts and footwear.
- Use your sports equipment off library premises.
- Permit inspection by library staff or security of personal bags or cases when leaving the library.
- Your guide and/or service animals are welcome in the library.

Anyone who violates KFPL policies and refuses to modify disruptive behaviour on library premises will be asked to leave. Anyone who shows disrespect to other library users or staff members on the phone – or through any other means of communication – may have their library access and privileges suspended.

Updated January 2015

Library Use and Conduct (DRAFT)

1. Purpose

The purpose of this Policy is to ensure everyone feels welcome and has a positive experience while using the Library and its services. Along with other Library policies, it helps promote the safety, dignity, and intellectual freedom of library patrons and staff, as well as the security of library property.

2. Scope

This Policy outlines expectations regarding the use of library services and spaces. It applies everywhere the Library conducts its business, whether on Library property, in the community, over the phone or email, or online.

3. Guiding Principles

This Policy supports the Library's mission to build and support community through inclusive, welcoming and safe spaces for all. The Library provides free and equitable access to services and collections that advance literacies and invite people to innovate, learn, explore, and connect.

Library staff make every effort to apply this Policy in a fair, dignified, and respectful manner.

4. Policy

Adhering to the following will promote a safe, welcoming and harassment-free environment where everyone can respectfully co-exist:

- Use respectful language and respect the rights of others to enjoy the Library. Abusive, coarse, violent, or harassing language, as well as discrimination based on Ontario Human Rights Code protected grounds will not be tolerated.
- Take responsibility for those in your care during your visit.
- Respect the privacy of library patrons at service desks, printing stations, computers, meeting rooms and other KFPL spaces.
- Refrain from canvassing, soliciting, or distribution of materials without prior authorization.
- Obtain approval and consent before taking photographs, filming, or recording.
- Use library facilities, materials, and furniture with respect and only for their intended

purposes.

- Sleeping on library premises is not permitted. To ensure KFPL patrons are well and not in need of emergency services, staff will conduct wellness checks where there is a concern about a patron's well-being.
- Preparing, selling, or using cannabis, alcohol, cigarettes, e-cigarettes or illegal drugs is not allowed on library premises.
- Weapons are not permitted on library premises.
- For health and safety reasons, footwear must be worn in the Library.
- Snacks and lidded beverages are permitted in most areas, with some exceptions.
- Keep personal belongings with you. Ensure that doorways, aisles and walkways remain clear and that belongings do not interfere with others' use of the Library.
- Leave equipment such as bikes, carts and scooters in designated areas outside.
- Bring in only service animals, as defined in the *Accessibility for Ontarians with Disabilities Act, 2005*, Ontario Regulation 191/11, Integrated Accessibility Standards.
- Follow KFPL staff or security personnel direction and leave the building promptly at closing and as requested during emergency situations.
- Notify KFPL staff of any issues or concerns or if assistance is required.

5. Compliance

Patrons engaging in conduct contrary to this Policy, other Library policies or municipal, provincial or federal laws will be asked to modify their behaviour and/or directed to leave the premises.

Continued or serious violations may result in loss of library privileges, including a ban from physical and/or digital spaces and services. Please refer to Kingston Frontenac Public Library Procedure on Responding to Library Use and Conduct Policy Violations (*to be developed*) for information regarding suspension and banning procedures.

Information related to an individual's use of the Library will be disclosed to law enforcement as required to support investigations and legal proceedings.

6. Related Policies

Access to Information and Protection of Privacy

Accessibility for Users with Disabilities

Bulletin Boards – Posting and Displaying Materials

Internet Access (Public)

Occupational Health and Safety

Public Use of KFPL Online Forums and Social Media

Service Feedback Standards

Unaccompanied Children in the Library

Video Surveillance

Workplace Harassment

Workplace Violence Prevention

7. Document Control

Original Policy Date:

Last Reviewed: 2015

Changes Made:

Next Review:



Patron Code of Conduct Policy Survey

The Kingston Frontenac Public Library (KFPL) is seeking community input on the Patron Code of Conduct Policy. The Library is committed to providing safe and welcoming spaces, and the Patron Code of Conduct Policy supports our efforts to ensure our spaces remain comfortable and inclusive.

Your feedback is essential in ensuring our Patron Code of Conduct Policy meets the needs of our communities. Data collected from the survey will inform updates to the Policy. Your answers will help us make data-informed decisions on an important policy that impacts the Library's ability to carry out its mission to be a space of learning, connection and exploration.

The survey takes between 8-12 minutes to complete. Respondents to the survey will be entered into a voluntary draw for one **\$50 gift card** at the coffee shop of their choice. If you wish to enter the draw, please add your email at the end of the survey.

The survey will remain open until **Sunday, July 21 at 5 p.m.** If you have any questions about this survey or have accessibility requests, please email engage@kfpl.ca or call 613-549-8888.

For more details about the Code of Conduct Policy update, go visit community.kfpl.ca/code-of-conduct-survey.

All individual responses will be kept confidential and treated in accordance with the KFPL Access to Information and Protection of Privacy Policy. Personal information collected by the Kingston Frontenac Public Library is done so under the authority of the Public Libraries Act, R.S.O. 1990, c. P.44., s. 5(3) and s. 20 and the Municipal Freedom of Information and Protection of Privacy Act, R.S.O., c. M.56., s. 28(2) The information collected will be used in the process of the library's business. Questions regarding the collection of this information should be directed to the CEO & Chief Librarian, Kingston Frontenac Public Library, 130 Johnson Street, Kingston, ON K7L 1X8 613-549-8888.

1. Do you have a KFPL library card?

- Yes No

2. Do you live in: (check one)

- Kingston South Frontenac Central Frontenac North Frontenac
 Frontenac Islands Other (please specify)

3. In the past 12 months, which KFPL branch have you visited most often? (check one)

- Arden Branch Central Branch Hartington Branch Isabel Turner Branch
 Parham Branch Plevna Branch Sharbot Lake Branch Sydenham Branch
 Calvin Park Branch Cloyne Branch Howe Island Branch Mountain Grove Branch
 Pittsburgh Branch Rideau Heights Branch Storrington Branch Wolfe Island Branch
 I haven't visited a library branch, but have used digital resources (ex. Libby, Kanopy, Cantook Station, PressReader)
 I haven't used the Library in the past 12 months

4. How often do you visit the Library: (check one)

- Daily Once a week Once a month 1-3 times a month
 1-3 times a year When I see an interesting program Never
 Other (please specify)

5. In the past 12 months, have you used the Library for any of the following reasons? (check all that apply)

- Browse the collection Borrow a book Pick up a hold
 Use digital resources (ex. Libby, Kanopy, Cantook Station, PressReader) Use the computer
 Use the public wifi Attend a program Study / tutor Hang out
 Meeting room rental Other (please specify)

6. How familiar are you with the KFPL Patron Code of Conduct: (check one)

Not familiar Somewhat familiar Very familiar

7. How would you rank your satisfaction levels for the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The Library is a welcoming space.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Library is a safe space.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Library is a space for connecting with others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Library is a space I feel comfortable bringing my children.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. How important are the following goals for the Code of Conduct Policy?

	Not Important	Important	Neutral
Communicate general expectations for library patrons.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate what patrons can expect from library staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
List expected patron behaviours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
List unacceptable patron behaviours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Patron Code of Conduct Policy Statements

In the following section, please review a series of statements from the current KFPL Patron Code of Conduct Policy and let us know if you think KFPL should **keep it**, **remove it** or **change it**.

If you think the Library should consider a change, consider providing more details in the available comment box.

Please use respectful language and respect the rights of others to work and enjoy the library. Abusive, coarse, violent, or harassing language or behaviour towards fellow library users or staff will not be tolerated.

Keep it Remove it Change it*

*If you think the Library should consider a change, provide more details in the text box below.

Speak and work at a quiet volume. Minimize distracting noises.

Keep it Remove it Change it*

*If you think the Library should consider a change, provide more details in the text box below.

Cell phone use is permitted at low volume. Please set cell phones to vibrate or mute.

Keep it Remove it Change it*

*If you think the Library should consider a change, provide more details in the text box below.

Use library materials, computers, equipment and furniture with respect and care and only for their usual and intended purposes. Interfering with the designated use of computers and networks is not permitted.

Keep it Remove it Change it*

*If you think the Library should consider a change, provide more details in the text box below.

Please report disruptive behavior to a KFPL staff member immediately.

Keep it Remove it Change it*

*If you think the Library should consider a change, provide more details in the text box below.

Obtain authorization before posting materials, taking photographs, filming or recording.

Keep it Remove it Change it*

*If you think the Library should consider a change, provide more details in the text box below.

Canvassing, soliciting, or unauthorized distribution of material is not permitted in the library.

Keep it Remove it Change it*

*If you think the Library should consider a change, provide more details in the text box below.

Loitering on library premises is not allowed.

Keep it Remove it Change it*

*If you think the Library should consider a change, provide more details in the text box below.

Sleeping on library premises is not allowed.

Keep it Remove it Change it*

*If you think the Library should consider a change, provide more details in the text box below.

Use authorized entrances and exits only and respectfully keep clear of any areas designated as "Staff Only."

Keep it Remove it Change it*

*If you think the Library should consider a change, provide more details in the text box below.

Enjoy cold food and covered drinks in designated areas of the library.

Keep it Remove it Change it*

*If you think the Library should consider a change, provide more details in the text box below.

The use of alcohol, cigarettes or illegal drugs* is not allowed on library premises.

*Policy predates cannabis legalization

Keep it Remove it Change it*

*If you think the Library should consider a change, provide more details in the text box below.

Being under the influence of alcohol or illegal drugs is not allowed on library premises.

Keep it Remove it Change it*

*If you think the Library should consider a change, provide more details in the text box below.

The possession of illegal drug paraphernalia is not allowed on library premises.

Keep it Remove it Change it*

*If you think the Library should consider a change, provide more details in the text box below.

Weapons are not permitted on library premises.

Keep it Remove it Change it*

*If you think the Library should consider a change, provide more details in the text box below.

Attend to and supervise the children or other individuals in your care.

Keep it Remove it Change it*

*If you think the Library should consider a change, provide more details in the text box below.

Wear appropriate attire, including shirts and footwear.

Keep it Remove it Change it*

*If you think the Library should consider a change, provide more details in the text box below.

Use your sports equipment off library premises.

Keep it Remove it Change it*

*If you think the Library should consider a change, provide more details in the text box below.

Permit inspection by library staff or security of personal bags or cases when leaving the library.

Keep it Remove it Change it*

*If you think the Library should consider a change, provide more details in the text box below.

Your guide and/or service animals are welcome in the library.

Keep it Remove it Change it*

*If you think the Library should consider a change, provide more details in the text box below.

10. Given KFPL's obligation to provide staff and library users with safe spaces, are there any specific behaviours we should address when updating the Code of Conduct?

11. Do you have any final comments or questions related to the update of the Patron Code of Conduct policy?

Please include your email if you want to be entered in a voluntary draw for a **\$50 gift card** to a coffee shop of your choice.

Email _____

Thank you! For more information about the code of conduct update, visit www.community.kfpl.ca.