

Policy Number	1.11
Title	Patron Bill of Rights and Responsibilities
Section	1: General
Effective Date	December 12, 2012
Review Date	February 25, 2021



Library patrons have the right to:

- Privacy and confidentiality
- Courteous, respectful treatment
- Receive service from well-trained, knowledgeable staff
- Make use of all of the Library's services without undue barriers
- Have their written complaints/concerns/questions acknowledged in a timely manner
- Clean, safe and comfortable facilities
- Receive accurate information and programming in a variety of formats and at age appropriate levels
- Make suggestions regarding Library materials and services
- Expect the provision of new materials and current technologies at a practicable level
- Receive a complete explanation of any charges levied on their accounts
- Receive a complete explanation of any of the Library's policies

Library patrons have the responsibility to:

- Return their borrowed materials on time
- Treat staff and other Library patrons courteously
- Follow Library rules, with a particular focus on the Behaviour Policy
- Respect the rights of other Library patrons
- Treat Library materials with care