

## Library Code of Conduct

Individuals accessing the services or facilities offered by Westlock Libraries are expected to show consideration for the rights of others and should behave in a manner that does not offend, inconvenience or limit the rights of others in the library space or adjoining facilities.

Similarly, users should behave in a manner that does not interfere with or otherwise prevent our Library staff from providing services to the public or disrupt them in the performance of their duties.

Abusive or threatening behavior, including language or gesture, towards any member of the public or Library staff is a violation of the Code of Conduct.

The Director or senior clerk at any library branch may invoke sanctions to individuals or groups who participate in activities or behaviors deemed to contravene the Code of Conduct.

Sanctions may include any or all of the following:

- eviction from the premises,
- suspension of Library borrowing privileges and services for a time to be determined by the Director based on the infraction,
- banning from the Westlock Libraries for a time to be determined by the Director,
- reporting to local policing authority and/or pressing of charges if deemed appropriate.

Any individual who has been sanctioned may appeal to the Director in writing. A follow-up appointment will be made with the Director to discuss the issue and seek resolution that is mutually satisfactory. If a resolution is not reached with the Director, the matter will be forwarded to the Westlock Intermunicipal Library Board in accordance with Westlock Libraries Policy 6.2.9.1 Conflict Resolution.

All decisions of the Board are final.

## Library Code of Conduct

- Smoking is not permitted in the library facility.
- Food is permitted only in the Friends Lounge or as part of approved library programming.
- All activities in the library will be conducted at a reasonable volume to avoid disturbing other's enjoyment of the space; this includes the use of cellular phones or personal devices.
- Personal headphones must be used on any device that emits sound. Library staff reserve the right to request personal headphone volume be turned down to an acceptable level.
- On-line gaming or other forms of gambling are not permitted on any computer in the library.
- Public computer use is restricted to one person per work station.
- Web sites visited must be appropriate for public viewing. (i.e. suitable viewing for minors, not deemed a criminal offence, etc.).
- Individuals are required to use library equipment and facilities for designated purposes only.
- Backpacks and large personal bags should be left at the front of the Library. Staff reserve the right to check the contents of bags that have been carried into collection areas.

## Want More Information?

Library staff can answer questions about our services, programs and collections. We also have brochures about the following:

- **TRACpac: 'How-To' guide for accessing The Regional Automation Consortium**
- **Donating & Volunteering**
- **Public Computers & Electronic Resources**
- **Looking for Authors & Genres**
- **Programs & Activities**
- **Using the Dewey Decimal System**

Check our website & our monthly newsletter for a current list of upcoming events and activities.

## Westlock Libraries Locations & Hours

### Westlock Municipal Library

#### Main Branch

1-10007-100 Avenue  
Westlock, Alberta T7P 2H5  
Phone: 780-349-3060 Fax: 780-349-5291  
www.westlocklibrary.ca

#### Regular Hours of Operation

Monday, Tuesday, Friday 9:30 a.m. - 6 p.m.  
Wednesday & Thursday 9:30 a.m. - 8 p.m.  
Saturday 10 a.m. - 4 p.m.  
Closed Sundays & Holidays

#### Summer Hours– June 1– August 31

Monday, Tuesday, Thursday, Friday 9:30 a.m.– 6 p.m.  
Wednesday 9:30 a.m.– 8 p.m.  
Saturday 11 a.m. - 3 p.m.  
Closed Sundays & Holidays

### Jarvie Public Library

Located in Jarvie Community Centre  
www.westlocklibrary.ca

#### Regular Hours of Operation

Tuesdays 10 a.m - 1 p.m. & 4 p.m. - 7 p.m.

#### Summer Hours– June 30 – August 31

Tuesday 9 a.m. - 12 noon

### M. Alice Frose Library

Located in Fawcett Community Hall  
Phone: 1-780-809-2244  
www.westlocklibrary.ca

#### Regular Hours of Operation

Wednesdays 10 a.m. - 2 p.m.  
Thursdays 5 p.m. - 8 p.m.

#### Summer Hours– June 30 – August 31

Wednesdays 10 a.m. - 2 p.m.

### General Inquiries

Contact our Main Branch Library  
about Resources, Services & Programs

Phone: **780-349-3060** Fax: **780-349-5291**  
[info@westlocklibrary.ca](mailto:info@westlocklibrary.ca)

## Welcome to



## Westlock Libraries

Jarvie Public Library M. Alice Frose Library  
Westlock Municipal Library

## ...Enriching Lives

Westlock Libraries enrich lives by connecting people with services, programs and resources that inform, inspire, and educate to build lasting relationships in a growing, dynamic community.

Westlock Libraries includes 3 service points:

- **Town of Westlock:** in the Heritage Building
- **Hamlet of Jarvie:** in Jarvie Community Centre
- **Hamlet of Fawcett:** in Fawcett Community Hall

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## About Library Cards

To get a library card, you will need a piece of ID, preferably picture identification, with your current address. If you do not have picture ID, bring in a utility bill received in the mail.

Residents living outside of Westlock County may get a library card; however, restricted borrowing and/ or additional fees may apply. If you are not a Town or County resident we may ask you to get a library card from your home municipal library.

Children under 16 years old must have a parent/ legal guardian accept responsibility for borrowing privileges by signing the registration card. Parents/ guardians are responsible for the child's selection of material. Library staff may offer suggestions for age appropriate items; however, we do not censor or restrict borrowing by any patron.

Do not lend your card to others for the purpose of borrowing; registered cardholders are responsible for items checked out on their card.

Library card borrowing privileges or access to our services may be suspended for fines over \$10.00 or failure to abide by the Library's Code of Conduct.

## Library Card Privileges

A Library card allows you to:

- use our online catalogues TRAC (The Regional Automation Consortium) and TAL (The Alberta Library) to search & borrow from over 4 million items available in Alberta libraries,
- access on-line e-resources & reference services,
- manage your library account to place holds, renew items, keep reading lists and more.

## Annual Library Card Fees

Our annual Library card fee schedule:

**Family \$30.00    Adult \$20.00    Juvenile \$5.00**  
**Senior \$10.00    Adult Student \$10.00**

## Your Library Account

All library card-holders have a library account that can be accessed using the Internet either from the public computers at our libraries or from home at [www.westlocklibrary.ca](http://www.westlocklibrary.ca). Log in with your **Username** (your 14-digit library card number) and **PIN** (the last 4 digits of your phone number). Once logged in you can:

- place Library materials on hold,
- renew Library materials,
- keep a list of books to request at a later date,
- keep a list of titles that you have borrowed,
- access databases, dictionary or thesaurus.

## How to Renew Items

There are **three ways to renew items**:

- visit the Library and ask staff to renew items borrowed on your account.
- phone the Library at 780-349-3060 at any time; speak with us or leave a message. We will need your name, card number & item titles to renew.
- access your Library account using TRAC online catalogue from any computer with Internet. Remember, to access your Library account online you need to enter your **Username** (your 14-digit library card number) and **PIN** (the last 4 digits of your phone number).

Renewals cannot be made if the following applies:

- if the item has already been renewed twice,
- if the item has been requested by someone else in the TRAC system,
- if you have more that \$10.00 fines owing.

Call the Library if you are unable to renew and are unable to return items before they are due; we may extend the loan period to prevent fines on your account.

Remember to check your account routinely to track items out and their due dates!

## Item Loan Periods

Loan periods vary by the material type and the owning TRAC library. Standard lending periods:

**3 Weeks** — Books and CDs

**3 Weeks** — OverDrive Audio and e-Books

**1 Week** — magazines and DVDs

Loan periods are set by individual TRAC libraries; we cannot over-ride lending periods for another library's items.

Due dates for borrowed items are printed on the receipt issued at check-out. You can track item due dates online by logging into your Account.

## Fines for Late, Lost or Damaged Items

The card-holder is responsible for all items borrowed on their card; do NOT let others use your card. Fines can be avoided by renewing or returning items in good condition before due.

### Late Fines

- Print & audio items - **\$0.25 per day**
- DVD items - **\$1.00 per day**  
(\$10.00 maximum late fine per item)

### Replacement Fines

Lost or severely damaged items are billed at the cost of replacement to the last recorded borrower card. Items are considered lost three (3) months after the item's due date.

## Quality Control

Library Staff look for damage on all items before check-out and when items are returned.

Staff scan all returned items twice to ensure the system clears items from borrower accounts.

Contact the Library Director if you are unsure of any unexpected charges on your account.

## Library Services & Fees

- **Public Computers:** We have one iMac and six PC public computers. All computers have Internet access & word processing programs. Public computer use is **free**, but we ask that people limit their use to one hour.
- **Wi-Fi:** Wireless Internet is **free!**
- **Printing from Computer** \$0.25 per page.
- **Copying Services:** \$0.25 per page
- **Faxing: Outgoing fax:**  
First page \$2.00 + \$0.25 each additional page.
- **Faxing: Incoming fax:**  
First page \$1.00 + \$0.25 each additional page.
- **Exam Invigilation:**  
We are an approved site for supervision of exams for several universities and colleges. Invigilation Fee is \$10 per exam per student.
- **Reference & Research:**  
Information is our speciality. We can help you with research or reference requests. Book a librarian for help with information searching.
- **Space Booking:**  
Space bookings are free during regular hours.
  - \* Our Board Room can seat up to 16 people comfortably; ideal for group meetings.
  - \* Our Teen Area and Children's Garden can be easily modified to accommodate large groups up to 50 people.Fees may apply for after-hours bookings or use of specialized computer equipment. Contact the library to reserve space.

## Computer Disclaimer

Library staff assign computers for work sessions.

Abuse or misuse of the Library's computers or the Internet is considered a violation of the Library's Code of Conduct and may result in suspension of computer or Library privileges as per Policy.

The library cannot guarantee against data loss or privacy or be held responsible for any damages incurred while using the library's public computers, Internet connection or equipment.