
Policy Type:	Operational	Policy Number: OP – 01
Policy Title:	Patron Bill of Rights	ARM
Previous versions:	2012	
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OP – 01 Patron Bill of Rights

Everyone who comes here has a right to

- feel welcome and safe
- use our facilities without barriers or discrimination
- be treated with courtesy
- be helped by knowledgeable and friendly staff
- find resources that meet reasonable expectations and needs
- use clean, safe and comfortable facilities
- confidentiality
- information in many formats for all ages

If you are a member in good standing, you may also

- borrow materials and place requests for materials
- use our online library account features
- access all our online subscription resources

Everyone who comes here needs to

- treat staff and other users with respect and courtesy
- take good care of library materials and equipment
- respect other people's rights to freedom of thought, expression, and privacy
- attend responsibly to children they bring to the library
- respect other people's peaceful enjoyment of the library
- follow library rules and regulations
- tell staff immediately if a situation feels unsafe or uncomfortable

If you act inappropriately in the library, you may be asked to leave, and your privileges may be suspended by staff.

Library staff will apply these standards politely and fairly. Please ask if you would like to see our policy documents.

Related Documents:

Hanover Public Library. ***OP 02 – Code of Conduct Policy***