

## ***NOISE AND DISRUPTIVE BEHAVIOUR***

The Kwantlen Polytechnic University Coast Capital Library abides by Kwantlen Polytechnic University Policies that prescribe behaviour on the campuses including:

- Policy C.21 Student Conduct
- Policy C.41 Emergency Response to Inappropriate, Disruptive, or Threatening Behaviour
- Policy G.23 Violence in the Workplace
- Policy E.16 Identification Cards

Policy C.21 prohibits disruptive behaviour of any kind, including excessive noise, harassing of other patrons, or harassing of library employees. **The Library does not allow harassing of its patrons by solicitation.** Policy E.16 allows employees to ask patrons to present their Smart Card. Policy C.41 allows for immediate removal of an individual from the campus. Policy G.23 states that any act of violence or threatening behaviour is unacceptable. In instances where employees or patrons believe they are at risk due to an act of violence, refer to the Personal Safety Chapter in the Emergency Manual which outlines procedures regarding Security Alert buttons, calling 811 or 911, etc.

The library strives to balance library user needs for quiet study and reading with functional requirements of the Library which involve communication among students, staff, faculty and administrators. As far as possible, areas where normal speech is required are distanced or separated from quiet study areas. The areas set aside for reading and quiet study are clearly marked with signs. Students are expected to abide by Policy C.21 Student Conduct.

In situations where noise or disruptive behaviour occurs, some form of intervention by library employees may be necessary. **Policy C.21 states “the faculty and staff are responsible for dealing with minor misconduct”**. This intervention can follow upon a complaint or an observation. Depending on the severity, duration and repetitive nature of the activity, employee actions could include:

- Asking the people making noise or causing the disturbance to curtail their activities.
- Repeating the above request.

- Asking the users to leave the Library or requesting security to ask the users to leave the Library<sup>1</sup>.
- Filling out incident reports that detail activity.

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<sup>1</sup>Policy E.16 allows security guards or the employees the option of asking for patrons to present their Smart Card.