

## Patron Guide - Extended Hours

The following information will help you make the most of your Extended Hours visits.

### How to Access the Branch

1. Use the keypad at the door to scan your library card and enter your PIN.
2. Enter the building, checking that the door is closed securely behind you.
3. Note that the exterior door locks at five minutes before closing time during Extended Hours.

### Using Library Services

The Extended Hours Project empowers users to access library resources and services independently while staff are not on site. During Extended Hours, users can browse the collection; borrow and return materials; access computers and Wi-Fi; copy, print and scan documents; and use the space.

Patrons are encouraged to request an orientation from a library staff member in advance of their first Extended Hours visit. Instructions and basic troubleshooting documents are available for library services and equipment.

Automated announcements will provide notice of closing times. Visible and audible alerts will be provided at 30, 15 and 5 minutes before closing and at closing time. Motion detectors will trigger an alarm to summon security or emergency services if people remain in the building beyond closing time.

### Contacting Library Staff

Customer service staff working at other locations are available to assist during Extended Hours.

Please contact staff using the pre-programmed button on the phone to:

- get help using the library or if you have questions about your account
- report equipment or facilities that need to be serviced
- discover damage to the library building, equipment or collections
- report minor injuries or use of the first aid kit.

While Library staff may be occasionally be present in the building during Extended Hours, they are unable to provide assistance outside of emergency situations.

## How to Report Problem Behaviour

Patrons should not intervene in cases of problematic or potentially dangerous behaviour.

If another user of the library:

- is behaving in a disruptive manner (e.g., excessive noise, rough housing)
- enters the library behind you without scanning their card;
- or if you have other concerns about safety and security, and it is safe to do so, use the dedicated phone to contact staff for assistance.

If you feel unsafe, or if someone is engaging in illegal behaviour call 9-1-1 from the telephone provided, or from a personal device from outside of the building.

## In Case of Emergency

Use the telephone to call 9-1-1 or call using your own device from a safe location.

The Pittsburgh Branch is located at 80 Gore Road, Kingston, Ontario, K7K 6X6.

Once emergency services have arrived, call 613-549-8888 to notify library staff of the emergency.

## In Case of Fire

Pull the alarm if safe to do so.

Exit the building. There are three signed exits for evacuation.

Go to the Muster Point (look for the sign on the north-west side of the parking lot).

Wait for instructions from emergency services personnel.

## Friends and Family

Registered users may bring children under their care with them during an Extended Hours visit. All adults are expected to use their own library card and PIN to access the branch. Users of Extended Hours may not provide access to other members of the public.

## Service Animals

Service Animals are welcome in the branch at any time, including during Extended Hours. Other animals are not permitted in the branch.