



“Our Roots are in Books”

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Patron Conduct Policy

The Flenniken Public Library encourages people of all ages to visit the Library. Those using the Library and its resources have the right to expect a safe, comfortable environment that supports appropriate library services.

Patron Expectations

Patron Rights and Responsibilities have been established to maintain an atmosphere that promotes the use and enjoyment of the Flenniken Public Library facilities and resources; to provide a safe environment for the general public, staff; and to create a welcoming environment for all.

- Use the library without discrimination;
- Receive friendly, courteous, and respectful service;
- Have free and equal access to information;
- Enjoy a clean, comfortable, and pleasant environment;
- Use the library without threat of harm, invasion of privacy, or interference.
- Library records will only be released when required pursuant to a court order or subpoena. Only the Library Director or her/his representative is authorized to do so.

In addition, under the USA Patriot Act guidelines, any information posted on the Internet, sent by e-mail, or otherwise stored electronically in libraries or elsewhere, is subject to scrutiny by law enforcement agencies without notification.

Patron Responsibilities

It is a patron's responsibility to maintain necessary and proper standards of behavior in order to protect his/her individual rights and the rights and privileges of other patrons. If a patron creates a public nuisance, that patron may be restricted from the Library and from the use of the Library's facilities.

Repeated misbehavior, or refusal to leave the Library when asked, can result in revoked library privileges. Those who are unwilling to leave or do not leave within a reasonable amount of time, after being instructed to do so by the staff, will be reported to the appropriate authority.

Patrons shall not interfere with the ability of others to use the Library or interfere with Library employee's performance of their duties. Behavior that demands constant attention of the staff and/or disrupts service to others will not be permitted.

The following are examples of misconduct that are disruptive to others. Persons involved in such disruptive activities in or near the Library may be asked to leave the Library and grounds.

- Any behavior that disrupts the use of the Library or interferes with the Library's operation, such as rowdiness, noise, loitering, and offensive interpersonal behavior;
- Assault;
- Being in an unauthorized area of the building; remaining in the building after closing or when requested to leave during an emergency situation or drills;

- Disorderly conduct;
- Damaging library materials;
- Failing to follow Library circulation policies and procedures. Removing or attempting to remove Library materials with or without proper authorization;
- Harassment; physical or verbal;
- Indecent exposure;
- Inappropriate displays of affection;
- Intoxication;
- Littering;
- Loitering on the premises or in the parking lot;
- Leaving children unattended; see “Unattended Children and Vulnerable Individuals Policy”
- Loud noises or loud talking disturbing to other people;
- Possessing a weapon or hazardous substance/item;
- Running;
- Sending, receiving, or displaying text or graphics on a library or personal electronic device that may reasonably be construed as obscene by community standards;
- Smoking, vaping, or any other types of tobacco use;
- Staring at, lurking or following people;
- Taking other people’s things;
- Tampering with emergency mechanisms (fire alarms, opening emergency exits in non-emergency situations, fire extinguisher);
- Threatening behavior or gestures;
- Verbal abuse of people.

For the comfort and protection of all who use the Flenniken Public Library, patrons are requested to observe the following guidelines:

- Non-alcoholic beverages and light snacks that do not create an odor or mess are permitted except in close proximity to the computers.
- Cell phone use within the Library: brief quiet phone calls are permitted but longer calls, or the need to talk in a volume that may disturb others, please take those calls outside of the Library.
- Children under the age of ten must be accompanied by an adult at all times. Parents or guardians are responsible for the behavior of their children, staff is not responsible for the care and supervision of children. Please see “Unattended Children Policy”.
- Appropriate attire is required, including shirts and shoes, wet swimsuits are not permitted
- Solicitation is not allowed in the Library. This includes:
 - Solicitation of signatures on petitions;
 - Sales of services or materials;

- Recruitment for employment or other services;
- Public opinion surveys;
- Requests for donations, including receptacles for donations; unless preapproved by the Director
- Requests for monetary or other personal assistance.
- Smoking, vaping, or other tobacco use is not permitted within the library and within 20 feet of Library entrances and windows.
- The Library is not responsible for personal possessions.
- Prior approval is required to take photographs, video recordings or audio recordings in the Library.
- Patron's shall not deface, mar, or in any way destroy or damage library materials, furnishings, walls, machines, or any other library property inside or outside the Library. You may be prosecuted. Parents are responsible for any damage done by children under the age of 18.
- Any materials removed from the Library must be checked out on a valid library card or through other standard library procedures.
- Animals are not allowed in the library building, except when they are part of a library program or when they are registered service animals.

Librarian Action for Behavioral Policy

Behavior which violates library policy, interferes with the use of the library by others or interferes with staff in the conduct of their duties is not permitted. All staff members are authorized to enforce this policy. The staff when dealing with a problem will:

- Assume that patrons have a legitimate reason for using the library until they exhibit problem behavior as defined in this policy;
- Be consistent and fair in enforcing rules, not single out one age group to be especially hard on;
- Report all potential problems to the person in charge;
- Use common sense in dealing with the situation. Listen carefully to the patron and respond in a calm manner, they will try not to panic or become angry;
- Not use physical force; don't touch the patron or their belongings;
- If a patron becomes violent or threatens to do so, leave him/her and yourself a way out. Do not block the escape route; **do** Not hesitate to call police (911) in a critical or overwhelming situation.

Warning

- First violation: Individuals engaging in such behavior will be asked to stop the behavior
- Second violation: Individuals engaging in such behavior will be asked to leave the building.
- Third violation: Individuals engaging in such behavior will have library privileges revoked. The privileges may be revoked for a period of one week to indefinitely. If serious enough, police may be called. Unlawful activities will be promptly reported to the appropriate law enforcement authorities.
- The patron may make an appeal to the Library Director and/or the Flenniken Public Library Board of Trustees. All formal appeals will be presented at the next meeting of the Board of Trustees following receipt of a written appeal.