

## Customer Behavior Policy

All persons have free access to the Library during the hours it is open and the right to the reasonable use of its facilities and services. The Library, however, expects reasonable behavior from its users. Anti-social or problem behavior may infringe upon the rights of others in the use of the Library. It is the policy of the Library to maintain a safe facility, free from any threat of physical violence, emotional abuse, or any form of intimidation.

Persons who fail to observe the following guidelines may be asked to leave the library and library grounds.

The following guidelines will apply:

- Respect for other Library users and staff shall prevail at all times.
- Talking shall be limited to quiet tones and low voices.
- Talking on cell phones shall be limited to low voices and limited conversation, loud and lengthy conversations shall be taken outside.
- Consumption of food/beverages in the library are prohibited except food/beverages sponsored by the library or other organizations in designated areas.
- No smoking, no tobacco use, or vapor cigarettes are permitted anywhere in the library or on library property.
- Shoes and shirts are required at all times while using the Library.
- Public restrooms may not be used for bathing.
- No animals are permitted, except those assisting persons with disabilities.
- Use and possession of controlled substances, drugs or alcohol is prohibited on Library property.
- Criminal mischief to Library property is not permitted.
- Begging, soliciting, or gambling is not permitted.
- Failure to supervise a child in your care so that he or she does not disturb other persons in the library or damage library property is prohibited.
- Any behavior that endangers safety or health is prohibited.
- Violation of any local, state or federal law will be reported to authorities.
- Theft of library materials or the personal property of other patrons or staff members will be reported to the authorities.
- Deliberate disruption of library services is prohibited.
- Use of obscene language is not permitted.
- Engaging in any sexual contact, activities or conduct is not permitted.

The Library may take appropriate legal measures to enforce these behaviors or to prevent access to individuals who refuse to comply with above guidelines.

For example:

- Customer shall be given a behavior policy in the presence of 2 staff members.
- Customer shall read and sign behavior policy. Parent or guardian for youth under 18 years of age shall come in to the library to read and sign the behavior policy.
- Customer shall be banned from the library for a period of time, determined by the Director.
- After banned period the customer or parent/guardian for youth less than 18 years of age shall speak to the Director, read and sign behavior policy again before returning.

Anyone who refuses to leave the Library at the request of a staff member will be reported to the authorities.