

Customer Behavior

Expected behavior guidelines should be followed to protect the rights and safety of library customers, to protect the rights and safety of staff members, and to preserve the library's materials, facilities, property, and grounds.

We expect our customers to:

- Act legally and ethically by demonstrating respect to library staff and fellow users.
- Use library cards appropriately.
- Use all collections, equipment, facilities and furniture on the premises for their intended purposes.
- Provide proper supervision of children. A parent or caregiver is responsible for the safety, behavior and well-being of their children on Library property. The Library maintains the right to intervene in a child's behavior, including reminders to walk in the library, use inside voices, use equipment and spaces appropriately, etc. See also the "Unattended Children" Policy.
- Share library equipment and furniture so that no one person monopolizes library property or prevents others from using them.
- Limit noise including loud conversations and use of audible devices.
- Dress appropriately including always wearing shirts and shoes.
- Maintain proper personal hygiene so as not to offend others with strong, pervasive odors including body odor and odors caused by perfume, cologne or alcohol.

Customers may not:

- Harass, intimidate, or discriminate against any member of the library staff or customers, including sexual or physical threats, cursing, demeaning personal remarks, publicly sharing personal information for the purpose of defamation, entering designated employee areas, or engaging in aggressive acts (throwing objects, damaging property, making obscene gestures, etc.).
- Interfere with another person's enjoyment of library service and facilities.

- Engage in sexual activity of any kind or cause sexual harassment or indecent exposure.
- Smoke or use tobacco products on Library premises and within 25 feet of the Library entrances.
- Consume, possess, or be under the influence of illicit or intoxicating substances on library property.
- Possess or discharge a weapon or firearm on property owned, leased or controlled by the Sherrard Public Library District, even if that person has a valid federal or state license to possess a weapon or firearm. An exception is made if the weapon or firearm is carried by an on-duty law enforcement officer required to carry a weapon or firearm as a condition of his or her employment.
- Leave packages, backpacks, luggage, or any other personal items unattended. Personal property must be within sight of the owner.
- Use bathrooms for unreasonable or unintended purposes, including bathing and laundering.
- Deposit litter anywhere other than in garbage receptacles provided.
- Congregate on Library premises in a manner which obstructs access or interferes with use of Library facilities or services or where such activity is likely to result in an unsafe or intimidating environment. This includes solicitation and panhandling as well as distribution of leaflets or unauthorized notices.
- Conduct media or commercial photography or filming, without prior permission from Library staff.

Internet Use

Sherrard Public Library District also expects customers to behave appropriately when using library computers or WiFi for Internet access. Failure to comply with the following rules may result in loss of computer and library privileges:

- Viewing material that violates federal, state or local laws or regulations, including those regarding accessing, viewing, printing and distributing obscenity, pornography, or child pornography

- Mishandling, damaging or attempting to damage computer equipment or software
- Attempting to gain or gaining access to another person's files or passwords, Library computer settings, or system operations / security
- Violating copyright laws and software licensing agreements or the policies of the individual websites that you view
- Failing to pay fees related to copying, printing, etc.

Inappropriate behavior as outlined above or the commission of any crime on library property will have consequences. Customers may be asked to leave the library premises immediately. In addition, a customer may be barred from library premises temporarily or permanently depending on the severity of the offense. To enforce these policies, library staff are authorized to call for police assistance to take any other measures reasonably appropriate and necessary.

- “Customer Behavior” Adopted May 21, 2019
- “Internet Use” Adopted August 20, 2019
- “Customer Behavior” and “Internet Use” Combined and Revised October 14, 2025