

Patron Conduct Policy

Kelley Library

Purpose:

The Kelley Library wants to be a welcoming space and for all visitors to have a satisfactory experience. We expect people to be respectful and behave in a manner that does not disrupt others.

Each customer and each staff member has a personal responsibility to ensure that the Kelley Library is a welcoming public library environment for all, and create an environment that is conducive for library users and staff to conduct library business without interference.

Customer Responsibilities

Customers are expected to:

- Understand that the library is a public place shared by many.
- Avoid disruptive behaviors that may hinder other library patrons.
- Be courteous and respect other library patrons and staff.
- Conduct themselves in a safe and orderly way; allowing others to do the same.
- Attend children in their care, keep them safe, and pick them up before the library closes.
- Respect library property, including facility, furnishings, fixtures, and materials.
- Safeguard personal items.
- Comply with all federal, state, and local laws.

The following examples are provided as a way to illustrate ways in which a library user's conduct would violate this policy. The examples are intended to guide staff decision making. It does not presume to be a complete list.

Library users are participants in a shared, public use environment and must conduct themselves accordingly. They will be courteous, considerate, and understanding of other library users and staff.

Examples of conduct that would violate this expectation:

- Behavior and/or language that is abusive, intimidating or disrespectful including profane, obscene or abusive language, racial, ethnic or sexual orientation epithets.
- Behavior that harasses others – deliberate repeated behavior that is intimidating, hostile, offensive or adversely impacts others.
- Disruptive behavior such as fighting, running, excessive/unreasonable noisemaking: loud talking, singing, not using headphones.
- Sleeping by ambulatory individuals.

- Monopolizing/obstructing space, seating, tables, or equipment to the exclusion of others, including restrooms.
- Blocking entrances and/or exits, stairways, corridors, walkways.
- Bringing animals other than service animals into the library.
- Other acts disruptive to library users and staff

Parents and caregivers are responsible for supervising the activities and choices of their charges

Examples of conduct that would violate this expectation:

- Leaving children under age 8 unattended or insufficiently supervised
- Allowing physical activities including running, pushing, rough play, fighting/play fighting

Library users are stewards of the library and its resources. They will value and respect library resources and facility, and conduct themselves in a safe and orderly way.

Examples of conduct that would violate this expectation:

- Defacing, damaging, or destroying library property
- Use of library furnishings, facility, fixtures, and materials in a manner that is not intended.
- Moving of furnishings and fixtures without prior approval of library staff.

Library users will comply with federal, state, and local laws and policies.

Examples of conduct that would violate this expectation:

- Panhandling, gambling, proselytizing, soliciting, or distributing printed material without prior approval.
- Consuming/using alcoholic beverages or controlled substances or being under the influence of alcohol or controlled substances in a manner that causes a public disturbance.
- Smoking, chewing tobacco or the use of e-cigarettes
- Selling or purchasing of controlled substances
- Intentionally damaging, destroying, or theft of property belonging to others or library
- Trespassing and/or loitering.

Staff Responsibilities

Staff play an important role in ensuring that the Kelley Library is a welcoming public library environment for all.

Library staff is expected to:

- Weigh the degree of disruptive conduct with the onsite conditions at the time
- Exercise their best judgment in determining conduct that is in violation of this policy and in determining the correct course of action.
- Explain this policy to library users
- Request that library users conduct themselves in a way that is necessary to maintain a welcoming public library environment
- Seek assistance from library supervisors and/or police to resolve ongoing or escalating library user conduct issues.

Failure to follow this policy may result in eviction from the library and may include a trespass order or arrest. Inappropriate/illegal conduct will be referred to the proper authorities

***Adopted by the Kelley Library Board of Trustees
June 13, 2018***