

## **PIEDMONT PUBLIC LIBRARY**

### **Library Patron Behavior Policy**

Approved May, 2013

The library staff has the responsibility to protect the safety of all patrons and employees, to maintain security of the library property, and to maintain order within the library.

The following policy has been established to help the library staff meet those responsibilities. Routine complaints for which specific procedures exist are not considered problem behavior (i.e., complaints regarding an overdue fine or a sexually explicit book). Problem and/or unacceptable behavior is determined when it violates the rights of others in utilizing our facility which is to be safe, available, and useful to everyone. Unacceptable patron behavior requires intervention by the staff when there is a serious threat to the personal safety of staff or patrons. At that time staff must act quickly by calling police, medical help, fire department or leaving the building.

Eccentric behavior, which is strange but does not disturb others in ways listed below, does not require intervention from the staff. Sometimes it is difficult to evaluate when eccentric behavior becomes problem behavior. Supervisors or administration should be consulted in determining what action, if any, should be taken.

The following items are considered unacceptable behavior and will result in disciplinary action

1. Abuse of the library contents or property
2. Loud or disruptive noise
3. Running or playing in the library
4. Skates and skateboard on library property
5. Blocking of the handicapped parking space or handicapped accessible door with bicycles, etc.
6. Smoking, alcoholic beverages, or use of illegal substances
7. Eating and drinking except in designated areas
8. Children under the age of 8 being left unattended in the library
9. Verbal harassment, physical molestation, or assault of patrons or staff
10. Destruction or theft of personal property of patrons or staff

11. Possession of weapons
12. Engaging unwilling patrons or staff in religious or political discussion
13. Offensive sexual behavior
14. Unauthorized soliciting or collection of funds for any purpose
15. Knowingly harassing any other person. Harassment is determined as any nonverbal conduct which is specifically intended to frighten, embarrass, or anger the person or persons who are the object of such conduct. The person accused has reason to know that it is likely to produce such reactions. Any repeated verbal communication which, by its utterance, inflicts injury or tends to incite any immediate breach of peace, is also recognized as harassment.
16. Summoning police, fire department, or ambulance without reason
17. Loitering on the premises under circumstances that warrant alarm for the safety or health of any person or property in the vicinity (i.e., Being one of a group of people threatening, making gestures, or otherwise menacing any person in the area).
18. Unauthorized use of photography or audio recording equipment

A library patron who does not respect the above policy will be asked by staff member to correct her/her behavior. If the patron continues to abuse the policy he/she will:

1. Be instructed to leave the library premises for the remainder of the day  
and/or
2. Be restricted from library property for a period of time set by the Library Director.