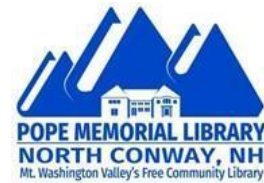


# Pope Memorial Library

## Appropriate Library Behavior Policy



Pope Memorial Library provides a pleasant and safe environment for everyone. To that end, everyone is expected to treat the space and one another with civility and respect. Parents and caregivers are responsible for ensuring the people in their care conform to this policy, as well. The Library reserves the right to expel any person whose behavior violates this expectation.

All Library staff are authorized to make judgments regarding individual or group behavior. Staff response to unacceptable behavior may include temporary or permanent exclusion from Library privileges. Appropriate law enforcement authorities will be promptly informed of any unlawful activity.

The “Appropriate Library Behavior” handout should be readily available and may be given to patrons to help explain and reinforce library policy.

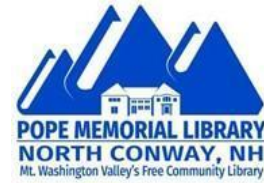
### **GUIDELINES:**

For the comfort and safety of everyone:

- Keep all valuables and personal property with you at all times. The Library is not responsible for lost or stolen items.
- Follow Library computer policies.
- Keep the volume of all conversations at a level that does not disturb others, including telephone or internet conversations. Phones should be silenced in the Library.
- Permission to use video conferencing is determined at the discretion of Library staff.
- Appropriate attire, including shirt and shoes, must be worn at all times.
- All persons deserve to be treated with courtesy and respect. Please treat all staff, patrons and property with courtesy.
- Library materials shall be used and handled with care. Writing, marking, earmarking, disfigurement, any alterations, mutilation, destruction or unauthorized access of library materials is prohibited.
- Patrons whose bodily hygiene is so offensive as to constitute a nuisance to others shall be required to leave the library.
- Portable audio devices or other entertainment or communication/electronic devices are permitted as long as headphones or earbuds are used, and the volume is at a level that does not disturb others.
- Children of all ages are welcome to use the library. However, responsibility rests with the parent/guardian or assigned chaperone and not with the library personnel. Children under twelve may not be left unattended. (For details, see Children in the Library policy.)

# Pope Memorial Library

## Appropriate Library Behavior Policy



- Respect library property. Children's furnishings and toys in the children's area are reserved for children's use only. Feet should remain on the floor, not on chairs or tables. Staff may inspect oversized bags and other articles that could be used to conceal library property.

The following are not permitted:

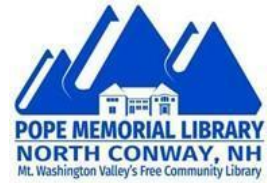
- Destruction or theft of Library materials or property
- Use of alcohol or illegal drugs
- Disorderly, disruptive or boisterous conduct
- Threatening, harassing or intimidating language or behavior, including that of a sexual or discriminatory nature
- Poor personal hygiene\*
- Smoking, use of tobacco products or e-cigarettes
- A pattern of sleeping
- Weapons
- Bathing or shaving in public restroom
- Solicitation of any type
- Any other illegal activities not specifically defined here

\*When visiting Library locations, customers are expected to maintain an acceptable standard of personal hygiene. Creating a hazardous or physically offensive condition—including unpleasant body odors that may offend other Library customers, and infested clothing or personal effects—is unacceptable. In this case the customer will be asked to leave the Library until they address their personal hygiene issues. An effort should be made to refer the customer to community resources that have facilities that may assist with personal hygiene maintenance.

### **PROCEDURES:**

1. If a customer's behavior is not acceptable according to this Policy, a staff member will speak to the patron and attempt to resolve the situation.
2. If the issue escalates or if the customer's behavior still persists and continues to disrupt patrons and staff, staff may ask the person to leave the Library location. If staff asks a person to leave the Library location and they still refuse, staff will call the Conway Police to have the person removed.
3. When an incident occurs, an Incident Report will be completed by the person in charge.

# **Pope Memorial Library Appropriate Library Behavior Policy**



4. Temporary exclusions of Library privileges are at the discretion of the executive director. Exclusions of 30 days or more are at the discretion of the library Board of Directors. In these cases patrons will receive a letter outlining the terms of their exclusion.