

LIBRARY DEPARTMENT (Library Customer Behavior Policy) (Approved:     )

The Library Board of Trustees is responsible for the orderly management of the library, and it is the duty of employees of the library to see that public safety rules are observed and that order is maintained, insofar as possible. The library should be a useful, safe and pleasant place for all who visit it.

Individuals have the right to use the Highwood Public Library without being disturbed by others. Library employees have the right to work without undue interference. All library users and employees should be free of any threat of harm, invasion of property, or gross indignity.

To ensure the rights of library users and employees, the following rules of conduct apply to behavior on the premises of all library property.

No person shall engage in any conduct which creates a hazardous situation for others, or which disturbs or interferes with library users or employees of the library, including but not restricted to the following:

1. Eating is not allowed in the library. Drinking beverages is allowed in certain areas as long as the beverage is in a covered container. Drinking is prohibited at computer stations. Smoking, alcohol, illegal drugs, and sleeping are prohibited in the library and on library grounds.
2. Willfully annoying, harassing, or threatening another person (Physical, sexual, or verbal abuse of other library users or of staff). The use of profane or obscene language will not be tolerated.
3. Loitering.
4. Defacing or destroying library property.
5. Soliciting funds or panhandling.
6. Skateboarding or the use of roller-blades on library grounds.
7. Interfering with free passage of users and employees in and out of the library and around the library.
8. Roughhousing, behaving in a disorderly, loud or boisterous manner.
9. Remaining in the building after its regular closing hours.
10. Interfering with patrons' use of the library through poor personal hygiene.
11. Bringing animals into the library except as required by handicapped persons or library programs.
12. Bringing vehicles into the library except as required by handicapped persons or library programs.

Anyone violating these rules shall be first warned by library staff member(s) at the time of the offense. If the violation occurs while someone is on the computers, the library staff member, after the initial warning, will then suspend computer privileges for the remainder of the day. If the conduct continues, or if the offender indicates he will continue such conduct or resorts to physical or verbal abuse of the library staff, the offender shall be ordered to leave the premises. When a person is ordered to leave the premises two staff members should, but not necessarily must, be present. Library staff may expel the offender(s) without a warning at the discretion of

staff in situations of serious, threatening, or willfully malicious behavior, or for repeat offense. Any staff member may telephone the police in order to handle a situation when in the judgment of the staff member it is necessary or desirable to do so.

Failure to observe these rules may lead to revocation of library privileges, including the right to visit the building and grounds. Repeat offenders or persons ordered from the premises who do not comply may be subject to arrest and prosecution for trespassing.

The Library Board of Trustees shall be advised of all instances when library users are barred from the library. Repeated offenses involving minors shall be reported in writing to the parent or guardian.

Persons wishing to appeal this action may do so upon written request to the Library Director. Such written appeals shall be reviewed and decided upon by the Library Board of Trustees.