

PARCHMENT COMMUNITY LIBRARY

PATRON CONDUCT POLICY

The Parchment Community Library is a community institution providing access to information in a variety of media to all ages. In order to provide a comfortable and welcoming environment for all of our library users, we ask that all patrons observe the following rules :

- 1. The library is a *quiet* place. Please keep your voice low and noise to a minimum.**
- 2. Turn off radios, cassette or CD players, and handheld games while in the library.**
- 3. Make or receive cell phone calls only between the two sets of doors at the library entrance or outdoors. Set cell phone ring volume to “mute” or “vibrate” while in the library.**
- 4. Food or beverages are not permitted in the library.**
- 5. Do not run, push, or climb.**
- 6. The library is a smoke-free building.**
- 7. Soliciting, loitering, and sleeping are not permitted in the library or on the library grounds.**
- 8. Wear proper attire, including shoes and shirt.**
- 9. Only service animals, such as leader dogs, are permitted in the library.**
- 10. Obscene language will not be tolerated.**
- 11. Violence or threats of violence will not be tolerated.**
- 12. Weapons of any kind may not be brought into the library.**
- 13. Unattended children will be handled according to the Child Safety Policy.**

Enforcement of Patron Conduct Policy

When a patron engages in any activity which interferes with the use of the library by other patrons, or impedes the ability of the library staff to perform its duties, or is in violation of the posted library rules (above), the library staff shall take the following steps:

- a. Issue a verbal warning, advising that the person will be asked to leave if the behavior in question does not cease.
- b. If behavior continues, request that the person(s) leave the library property. Whenever possible, this should be done by a co-director or senior staff.
- c. If patron fails to leave library property, call the police. When the disruptive patron is a juvenile, the staff may elect to notify the juvenile's parent or guardian rather than calling the police. Whenever possible, this should be done by a co-director or senior staff.
- d. An Incident Form shall be filed for all incidents which require steps b or c.

Threatening behavior

Any time that a staff member feels that a patron's behavior is threatening to the safety of other patrons or to the safety of staff members, a staff member will call the police immediately and fill out an Incident Form. Likewise, any time a staff member observes unlawful behavior, the police are to be called immediately and an Incident Form filled out.

Destruction of library property

Any time a patron's behavior causes or could likely result in destruction, mutilation, or theft of library property, a staff member will call the police. Whenever possible, this should be done by co-director or senior staff. When the patron involved is a juvenile, the staff may elect to notify the juvenile's parent or guardian rather than calling the police. An Incident Form should be filled out.

Repeated or Extreme Behavior

If a patron repeatedly interferes with the use of the library by other patrons, or repeatedly impedes the ability of the library staff to perform its duties, or is repeatedly in violation of posted Patron Conduct rules (above), or repeatedly exhibits disorderly, threatening, harassing, lewd or violent behavior, or if a patron's behavior is deemed extremely disruptive, destructive, or dangerous, then the library director has the right to ban the patron for a specified period of time.

The patron will be provided with a written notice of the restriction which will include a specific date and time when the patron will again be allowed to visit the library and will also include notice that the patron may appeal to the Board. The notice shall be written and signed by the director. It may be mailed or hand delivered by any staff member. In addition, information about the restriction will be posted for the entire staff and police will be notified of the restriction.

If a banned patron attempts to enter a library building after he/she has been notified of his/her restriction, staff will call the police immediately.

Approved November 25, 2003