

Customer Behavior Policy, Kentucky Talking Book Library Reviewed 7/5/16

Kentucky Talking Book Library patrons have the following rights:

1. to receive free library service
2. to be treated with respect and courtesy
3. to receive fair and equitably service regardless of heritage or beliefs
4. to receive reasonable accommodations for disabilities
5. to ask for reasonable assistance
6. to expect confidentiality

Kentucky Talking Book Library patrons have the following responsibilities:

1. to return materials on time
2. to return all materials when no longer actively using the service
3. to take reasonable care of reading materials and equipment
4. to promptly notify KTBL when there is a change in name, address, or telephone number
5. to refrain from lending or giving materials or equipment to any other person
6. To refrain from using obscene, abusive, offensive, or threatening language whether on the telephone, in person, in writing, or in email.
7. See also KTBL Loan Policy, Inactive Patron Policy, Patron in Good Standing Policy.

Service by telephone/email

- Patrons are encouraged to keep telephone conversations short and related to library service so that others have the opportunity to speak with staff.
- If a patron uses obscene, abusive, offensive, or threatening language the staff member may hang up immediately.
- Patrons should not forward mass emails that are unrelated to library service.

Visitors to the library must not:

- Smoke
- Consume food or beverages outside designated areas
- Be under the influence of drugs or alcohol
- Harass or verbally abuse staff or other customers
- Destroy, deface, or steal state or federal property
- Allow unsupervised children access to resources or equipment
- Obstruct others from using the KDLA facilities

Repeated violations of this Customer Behavior Policy will result in full or partial suspension of service from the Kentucky Talking Book Library.