

# Customer Behavior

## Sample Policy #1

All persons have free access to the Library during the hours it is open and the right to the reasonable use of its facilities and services. The Library, however, expects reasonable behavior from its users. Anti-social or problem behavior may infringe upon the rights of others in the use of the Library. It is the policy of the Library to maintain a safe facility, free from any threat of physical violence, emotional abuse, or any form of intimidation.

The following guidelines will apply:

- Respect for other Library users and staff shall prevail at all times.
- Talking shall be limited to quiet tones and low voices.
- Consumption of food and beverages in the public areas of the Library is prohibited.
- No tobacco use is allowed inside the Library.
- Shoes and shirts are required at all times while using the Library.
- Sleeping is prohibited.
- Public restrooms may not be used for bathing.
- No animals are permitted, except those assisting persons with disabilities.
- Use and possession of controlled substances, drugs or alcohol is prohibited on Library property.
- Criminal mischief to Library property is not permitted.
- Begging, soliciting, or gambling is not permitted.

The Library maintains the right to inspect all packages of visitors entering or leaving the Library.

The Library has the right to restrict visitors from entering the Library with large bundles, carts, bicycles, or similar items.

Anyone who refuses to leave the Library at the request of a staff member is guilty of criminal trespass and is subject to arrest and prosecution.

The Library may take appropriate legal measures to enforce these behaviors or to prevent access to individuals who refuse to comply.

## Sample Policy #2

### **RULES OF CONDUCT**

It is the policy of the \_\_\_\_\_ to provide a comfortable environment that is conducive to the use of library materials either by individuals or small groups. The library is designed for the use of all members of the public. Patrons are expected to observe the rights of other patrons and staff members and to use the library for its intended purpose.

The Board of Trustees of the \_\_\_\_\_ has adopted the following policy regarding conduct. Any behavior or activity that interferes with legitimate library business will be prohibited. Persons who fail to observe the following guidelines may be asked to leave the library and library grounds or be subject to arrest.

The following kinds of behavior will not be allowed in the library or on library grounds:

- Any behavior that endangers safety or health.
- Violation of any local, state or federal law.
- Vandalism or deliberate destruction of library property or materials.
- Theft of library materials or the personal property of other patrons or staff members.
- Deliberate disruption of library services.
- Use of abusive language, loud talking or laughing that disrupts or could disrupt other patrons.
- Smoking, eating, drinking in areas not designated for these activities.
- Library users must wear shoes and shirts.
- Panhandling, soliciting and loitering.
- Failure to supervise a child, of whom you are a parent or legal guardian, so that he or she does not disturb other persons in the library or damage library property.

These rules are not all inclusive of every behavior that will be regulated on library property. The \_\_\_\_\_ reserves the right to prohibit any behavior or actions, which we feel, may be inappropriate or disruptive. We appreciate your cooperation in maintaining a pleasant atmosphere in the library.

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