

Acceptable Customer Behavior Policy

The following acceptable customer behavior policy has been approved and adopted by the Lamar County Library System Board of Trustees.

All library customers are expected to conduct themselves in a manner which enables other customers, staff and themselves to accomplish their intended library tasks in a safe and orderly atmosphere. Library staff will listen to, and respond when appropriate, to complaints voiced by customers. Staff will take appropriate action when customer behavior causes disruption or unreasonable interference in the delivery or receipt of library services.

The library reserves the right to require anyone who engages in disruptive behavior to leave the premises, the right to restrict privileges for a specified period of time, and the right to ban the individual from the library for a specified period of time or permanently. In most cases, a staff member will notify the individual that he or she is in violation of the standards of conduct and will provide one verbal warning. Unlawful activities will be reported immediately to the police.

Disruptive behavior includes but is not limited to the following:

Illegal Behavior. Any staff member who witnesses illegal behavior will notify his or her immediate supervisor who will contact the police when necessary. Illegal behavior includes but is not limited to the following:

Harassment. Threatens or annoys another person by physical contact or abusive or obscene language (including inappropriate tone of voice) or follows a person in or about a public place.

Drunk and/or Disorderly Conduct. Causes public inconvenience by fighting, unreasonable noise, abusive or obscene language or gestures, threatening behavior, hazardous or physically offensive condition.

Trespass. Knowingly enters or remains unlawfully on the premises.

Theft (Larceny). Wrongfully takes, obtains, or withholds the property of another.

Criminal Mischief. Intentionally damages the property of another (includes vandalism and mutilating library materials).

Assault. Intentionally or by reckless conduct causes injury to another person.

Public Lewdness. Intentionally exposes the private parts of the body in a public place.

Controlled Substances. Includes using, selling, or possessing controlled substances on library property, and entering library property while intoxicated or under the influence of illegal controlled substances. The use of alcohol is prohibited on library property.

Abusive or Obscene Language or Gestures. Includes language or gestures that convey a sexually explicit message or are conveyed in a coarse or crude matter and any language that verbally abuses another individual.

Loitering. Defined as a person who wanders around the library without apparent legitimate reason and disturbs other customers.

Cellular or Portable Telephones. Use of cellular or portable telephones by customers is restricted to the entry corridor. All cellular or portable telephones should have the ringer set on silent in order to not disturb other customers.

Playing Music. Includes playing music or other media at a level that is disruptive

to other customers.

Solicitation. Includes selling anything for personal gain or a charitable cause, begging, panhandling, or circulating petitions among other patrons and staff members. Public petitions may be posted on the public bulletin board.

Loud Talking and Laughing. Sensitivity to noise varies from one person or group to another; however, if one person or group is heard above the general noise level in the library at a particular time, this person or group will be asked to lower their voices.

Fighting. Includes any type of fighting, whether real or pretend.

Throwing Objects. Includes wadded up papers, paper airplanes, other small objects, and larger objects that could cause injury.

Boisterous Behavior. Includes running, horseplay, and annoying other patrons.

Smoking or Other Uses of Tobacco Products.

Eating and Drinking. Reserved for designated areas only.

Improper Attire. Customers must wear shoes and shirt in the library building. Inappropriate displays of underwear or skin will not be tolerated.

Abuse of Library Equipment, Furniture, and Materials. Includes but is not limited to placing feet on tables and chairs, standing on furniture, mutilating or defacing books or periodicals, and mistreating equipment or computers. For more information on computer abuse, see the library system's *Computer and Internet Usage Policies*.

Bikes, Rollerblades, Skateboards, and Scooters. Must not be ridden anywhere in the library or on library property including parking lots.

Blocking Aisles or Doorways. Includes obstructing aisles or doorways or in any way interfering with the free movement of any other persons.

Weapons. Carrying weapons of any type on library property is not permissible except by law enforcement officers.

Removing Library Materials or Equipment. Staff members must check out all circulating materials and equipment at the circulation desk before they can be removed from library property.

Excessive Displays of Affection. Includes any sexual conduct or physical contact deemed inappropriate for a public place.

Hygiene. A person may be required to leave the library if his/her personal hygiene interferes with the orderly operation of the library or with the ability of other customers to use and enjoy the facility.

Animals. Animals of any kind are prohibited unless serving as an aide animal or part of a library-sponsored program.

Unattended Children. A parent, guardian, or other responsible adult must accompany children under the age of 6 at all times in the library. For more information, see the library's *Child Safe Policy*.

Misuse of Restroom. This includes but is not limited to bathing, changing clothes, and bringing library materials into the restroom.

