

## **Emmet O'Neal Library Patron Behavior Policy**

Emmet O'Neal Library strives to provide a comfortable environment and enjoyable experience for all Library patrons. Patrons should alert a Staff member if a person or condition at the Library makes their visit unpleasant or they have a concern for their safety while on the premises.

### **The Library Staff pledges the following to its patrons:**

- Prompt, friendly, courteous, and respectful service at all times
- Equitable treatment regardless of age, sex, gender, gender identity or expression, ethnicity, national origin, ancestry, nationality, religion, sexual orientation, appearance, or disability
- Accurate, timely, and useful information
- Professional direction and guidance by trained and knowledgeable staff
- Confidentiality and privacy according to applicable law and in concert with other Library policies

### **When visiting the Library, we encourage you to:**

- Ask any staff member for help
- Browse freely for as long as you like
- Read a book, magazine, or newspaper
- Enjoy a beverage or a snack
- Use headphones on computers and other devices
- Enjoy quiet conversations and socialize with others

### **We ask that you please remember to:**

- Take your phone calls outside or to a stairwell
- Keep your workspace tidy and place your trash in receptacles
- Remain with your children at all times
- Respect Staff time and availability
- Respect others' personal space
- Be aware of those around you and recognize that their needs and uses of the Library may differ from yours
- Be aware of closing time

### **We ask that you refrain from:**

- Having conversations that disrupt or unreasonably interfere with use of the Library by other patrons
- Leaving belongings unattended
- Re-shelving books, DVDs, or audiobooks
- Asking Staff to perform non-Library tasks
- Impeding others' use of the Library
- Wasteful use of Library-provided supplies
- Asking for personal information or specific schedules of Staff members

### **The following are examples of prohibited patron behavior:**

- Harassing or making any threats to any other patron or Staff member
- Disrespectfully treating or addressing another patron or Staff member
- Leaving a child under 7 unattended
- Consuming alcohol

Smoking or smokeless tobacco or using any e-cigarettes, vaping or other smoking devices

Damaging Library property or that of other patrons

Bringing any animal into the Library (other than a certified service dog)

**Enforcement:**

Staff will ask patrons to cease any behavior that violates this Policy.

A patron's failure to comply with reasonable requests from Staff to cease prohibited behavior may result in permanent revocation or temporary suspension of their Library privileges and denial of future access.

The Library Director (or authorized designee) may revoke or suspend a patron's Library privileges by sending written notice of that determination to his/her address on file at the Library.

Any patron desiring to contest the revocation or suspension of their privileges shall submit a written appeal to the Director within 10 days from the date of the notice, and state the grounds for appeal therein; in that appeal, the patron also may request the opportunity to appear in person before the Library's Board of Trustees (whose decision on the appeal shall be final) to contest the Director's decision

Patrons failing to comply with local, state, and federal laws are subject to prosecution.