

Customer Behavior Policy

The Mark Skinner Library seeks to provide for its customers a comfortable, and safe place for selecting materials, reading, researching, studying, writing, and attending Library or community sponsored programs and meetings. To this end, the Library is responsible for establishing rules of conduct to protect the rights and safety of Library customers, volunteers, and staff, and for preserving and protecting the Library's materials, equipment, facilities, and grounds.

Enforcement of these rules will be conducted in a fair and reasonable manner. Library staff and/or security staff will intervene to stop prohibited activities and behaviors. Failure to comply with the Library's established rules, regulations, and policies could result in removal from the premises and expulsion from the Library for a period of one day to one year, or in arrest or prosecution. Violations could also result in the restriction and/or termination of Library privileges, including the use of Library computers and other equipment. Expulsion for more than one week may be appealed in writing to the Mark Skinner Library Board of Trustees.

For the comfort and safety of customers, volunteers, and staff, and for the protection of Library property, the following actions are examples of conduct not allowed on Library property.

- Engaging in any activity in violation of Federal, State, local or other applicable law, or Library policy.
- Carrying firearms and dangerous weapons of any type (except by law enforcement officers).
- Being under the influence of alcohol/illegal drugs and selling, using, or possessing alcohol/illegal drugs.
- Verbally or physically threatening or harassing other customers, volunteers, or staff, including stalking, staring, lurking, offensive touching, and obscene acts such as sex acts and indecent exposure.
- Soliciting or conducting surveys not authorized by the Library.
- Stealing, damaging, altering, or inappropriate use of Library property in Library facilities or on Library grounds, including computer hardware and software, printers, copiers, phones, and other equipment.
- Trespassing in nonpublic areas, being in the Library without permission of an authorized Library employee before or after Library operating hours, or camping on Library grounds.

- Fighting or challenging to fight, running, pushing, shoving, or throwing things.
- Creating disruptive noises such as loud talking, screaming, or banging on computer keyboards.
- Group activities which are disruptive to the Library environment.
- Using restrooms for bathing, shampooing or doing laundry.
- Littering.
- Smoking, chewing, and other tobacco use in Library facilities.
- Entering the Library with offensive body odor or personal hygiene, or being attired so as to be disruptive to the Library environment.
- Bringing in garbage, articles with a foul odor, or articles which, alone or in their aggregate, impede the use of the library by other users.
- Using wheeled devices in Library property or on Library grounds, except in designated areas, including skateboarding, roller-skating, bicycling, scooters, and shopping carts (exceptions i.e. wheelchairs, walkers, wheeled luggage and strollers).
- Sleeping in the restrooms or on any floor, couch, table, or seat in the Library.
- Blocking aisles, exits, or entrances.
- Children under the age of 10 must be accompanied and supervised at all times by a parent or a caregiver when at the Library or attending a Library sponsored program.

Adopted by the Mark Skinner Library Board of Trustees
June 2008