

CUSTOMER CONDUCT

FAC-11

Approved: 05/09/2012
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Policy Statement

Jensen Memorial Library is a public establishment which strives to provide a high level of service to all customers. This policy is set in place to protect the right of library customers to enjoy a safe environment, conducive to the use of library materials and services.

Definition

This policy is established to determine any activities and behaviors that are detrimental to the public's legitimate use and enjoyment of the library, and to the efficient operations of the library. The named activities and behaviors are not permitted on library grounds.

Guidelines

A person will be asked to discontinue any offending behavior mentioned in this policy, or any other behaviors or actions deemed inappropriate by the Director or Director's designee, and may be asked to leave the library premises for blatant and/or repeated violation of these regulations.

Regulations

Customers shall respect the rights of other customers and staff, and not engage in behavior so as to unreasonably disrupt another customer's use of the library or disrupt the operation of the library.

All users are equally subject to immediate removal from the library when:

1. Not engaged in reading, studying, library events, or the use of library services.
2. Involved in conduct that violates the law. The library will uphold all local, state, and federal laws, statutes, and ordinances. Any behavior or activity deemed illegal by local, state or national statutes shall constitute grounds for immediate contact with the police department. This includes actions including but not limited to:
 - a. Behavior that endangers the safety or health of other customers or staff, including the threatening of any persons or physically harming self or others.
 - b. Theft of library materials, property or equipment, or the personal property of other customers or staff members, including the removal of library materials from the building without properly checking out or receiving authorization.
 - c. Vandalism or deliberate destruction of library materials, property, or equipment.
 - d. Deliberate disruption of library operations or procedures.
 - e. Bringing firearms or other weapons onto library property is prohibited as regulated by the State of Nebraska.
 - f. Possessing or consuming alcohol or illegal drugs, or being under the influence of alcohol or illegal drugs.
 - g. Blocking library entrances and exits or obstructing aisles and passageways.
 - h. Indecent exposure, exhibitionism, lewd and lascivious acts.

Persons will be asked to discontinue behaviors or actions, or will be asked to leave the library immediately for actions described below:

1. Verbal abuse or harassment of other customers or staff members.
2. Use of profanity or other inappropriate language.
3. Deliberate use of the library for inappropriate purposes; e.g. sleeping, using restroom facilities for bathing or washing clothes.
4. Loud talking or otherwise making noise which reasonably can be expected to disturb other customers or staff. Loud cell phone rings and conversations may be interrupted by the Director or Director's designee and customers be asked to discontinue the conversation or leave the area. See policy FAC-8.
5. Eating or drinking in areas not designated for these activities. Designated areas and circumstances:
 - a. East entrance lobby.
 - b. Crane Room (see policy FAC-2).
 - c. During library events and activities as provided by staff or guest presenters.
 - d. As approved by Director.
6. Consumption of alcoholic beverage in and around all areas of the library.
7. Smoking or use of other tobacco products in and around all areas of the library.
8. Petitioning, panhandling or distributing unauthorized materials on library premises.
9. Soliciting funds or offering any goods or services for sale.
10. Bringing animals into the library (except service animals or those approved for library events.)
11. Behaving in any way or manner that can reasonably be expected to disturb other customers or staff.

All visitors to the library are required to:

1. Maintain bodily hygiene in a manner as to not constitute a nuisance to other persons in the library.
2. Wear appropriate attire. Shirts and footwear are required to enter the building.
3. Be responsible for their personal items. The library is not responsible for customers' personal items.
4. Comply with the library's Internet and Computer Use Policy (CSV-4, CSV-5).
5. Comply with the library's Unattended Children policy (FAC-12). Children under 9 years of age must be accompanied by an adult.
6. Promptly leave the building at closing time or as instructed by staff in an emergency.

Loss of Library Privileges

1. Those found to be in violation of this policy and/or other library rules and regulations will be asked to stop and may be required to leave the library for the remainder of the day.
2. Further disruption or abuse will result in denial of service and ejection from the library for a length of time to be determined by the Director. If this subsequent action fails, the Director or Director's designee will have the authority to contact the police department for resolution of the conflict.
3. Repeated offenses, multiple offenses, or one-time serious offenses will deem the violator banned from the library for an extended period of time.

4. Permanent banning for unacceptable behavior may be authorized by the Director and will only be used when repeated attempts to correct unacceptable behavior have failed, or serious offenses have re-occurred.
5. A violator who refuses to leave the library under these circumstances or who returns to the library during the ban is considered to be trespassing. The Director or Director's designee may seek assistance from police.

Right of Appeal

1. There may be times when customers disagree with library decisions, policies or actions. Customers may appeal actions of the library in a variety of manners, including but not limited to, speaking with the Director, use of customer feedback forms, email or letters.
2. Problems not otherwise resolved to a customer's satisfaction may be appealed to the Board.