



# Irvin L. Young Memorial Library

## **Inappropriate Behavior Policy**

### **PATRON RIGHTS**

Library patrons have a right to expect certain behaviors from staff when they are requesting or using resources:

- The right to equal treatment regardless of race, color or national origin.
- The right to reasonable accommodation based on disability.
- The right to be treated politely.
- The right to conduct research in a safe environment.
- The right to request reasonable research assistance.
- The right to expect confidentiality when asking for research assistance.

### **STAFF RIGHTS**

Library staff has rights that should not put them in conflict with the rights of patrons:

- The right to be treated politely.
- The right to work in a safe environment.
- The right to ask the patron to abide by rules posted in public service areas.
- The right to ask the patron to abide by the rules on the Facility Reservation Form.
- The right to ask the patron to abide by the written policies and procedures for using library materials.
- The right to offer options when a patron's requests exceed Library resources.

### **UNACCEPTABLE BEHAVIOR**

The Irvin L. Young Memorial Library has an obligation to its patrons to maintain an atmosphere conducive to reading, study, research, and the pursuit of life-long learning opportunities. Library patrons are expected to use the Library, including its facilities, grounds, resources and materials, in a responsible, appropriate and courteous manner.

These rules are posted for the comfort and protection of all. They will be courteously and firmly enforced by Library staff. If necessary, the police may be called for assistance. Persons who fail to follow the Library's rules may be excluded from the Library and/or face legal action which includes a possible charge of violation of



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municipal ordinances. Repetitive violations could mean permanent exclusion from the Library.

Such misconduct might include but is not limited to:

- 1) Loud or boisterous behavior or conversation, including use of cell phones, that is disturbing to other individuals or employees.
- 2) Profanity or other abusive language toward other individuals or toward employees.
- 3) Possessing any weapon on Library property except those in the possession of law enforcement. Weapons may include but are not limited to firearms and other forms of dangerous ordnance.
- 4) Abusing Library furniture, equipment or materials.
- 5) Running in the Library.
- 6) Harassing others, either verbally or through actions. Harassment may include initiating unwanted conversations, impeding ingress to or egress from the building, displaying pornography, etc.
- 7) Fighting on Library property.
- 8) Using tobacco in any form while on Library property.
- 9) Eating in the Library, except for groups that are using the meeting rooms.
- 10) Buying or selling of any kind, or soliciting for personal gain or charitable purposes.
- 11) Using radios, tape players, or other personal listening equipment at a level that can be heard by other individuals.
- 12) Skateboarding or rollerblading anywhere on Library property.
- 13) Distributing literature, taking surveys, or asking individuals or employees to sign petitions or similar activities without prior Library permission.
- 14) Bringing animals other than service animals into the Library.
- 15) Not wearing a shirt or shoes.

Any behavior or actions not listed above will be left to the discretion of the Library Director or his/her designee for review and action.

In addition, parents are responsible for the behavior of their children. The Library enforces its Unattended Child Policy. It has clear rules regarding the ages that children are allowed to be in the Library unattended.

Any person who is asked to leave the Library as a result of the violation of these guidelines and refuses to do so shall be considered to be trespassing and may be subject



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to permanent exclusion from the Library and/or arrest. Any patron whose privileges have been denied by the Library Director may appeal the decision to the Irvin L. Young Memorial Library Board of Trustees within thirty (30) days of the decision.

## COMPLAINTS CONCERNING LIBRARY STAFF

Criticisms of the Library service, Library Director, or the Library staff, which are brought to the attention of the Board of Trustees, shall be handled in the following manner:

- Complainant will be asked to submit a written complaint to the Library Board of Trustees.
- Complainant will mail the form to the Board President who will provide copies to the remaining Trustees.
- Upon review of the complaint, the Board of Trustees will determine whether a special meeting needs to be called or whether the matter may be handled at the next regularly scheduled Library Board meeting.
- The complainant will be informed within fifteen (15) days of the Board's decision and whether further audience from the complainant will be necessary.
- The complainant will be contacted within seven (7) days of said meeting regarding the Board's decision regarding the complaint.