**CUS 2**

Free Library of New Hope and Solebury

**Customer Service**

LIBRARY BEHAVIOR

**Policy Statement**

The Free Library of New Hope and Solebury values its patrons and strives to treat them with courtesy and respect. The Library has established rules of conduct so that library patrons are able to access materials and services in a secure, pleasant, safe and comfortable environment.

**Regulations**

Food (dry snacks only) and drink are permitted. Drinks must be covered.Library patrons are asked to dispose of their trash in the receptacles provided. Seating areas may not be used for eating meals.

Cell phone use is not permitted in designated study or quiet area. Cell phones and pagers must be set to silently alert patrons to calls, texts and other communications received while in the library. Library phones may be used by members of the public only in emergencies.

Use of audioplayers, including designated library computers and equipment, is permitted only with headphones.

Conversation is permitted at a volume at or below the general noise level of the library in that area at that time. Conversation is not permitted in designated quiet areas or other areas currently in use by a majority of library patrons for quiet activities.

Service animals, as defined by the Americans with Disabilities Act, are permitted in the library; other animals are prohibited. This policy does not pertain to library-sponsored activities.

The library assumes no responsibility for the loss or theft of personal belongings.

Illegal activities are prohibited. Library staff will call law enforcement to handle violations of federal or state laws and local ordinances. This includes:

1. Visible impairment or possession and use of illegal substances and consumption of alcoholic beverages
2. Smoking and use of tobacco products in library buildings or areas outside the building where second-hand smoke may enter
3. Indecent exposure and sexual activity beyond non-sexual affection
4. Possession of offensive weapons per PA Title 18 CS 908\*:

“Any bomb, grenade, machine gun, sawed-off shotgun with a barrel less than 18 inches, firearm specially made or specially adapted for concealment or silent discharge, any blackjack, sandbag, metal knuckles, dagger, knife, razor or cutting instrument, the blade of which is exposed in an automatic way by switch, push-button, spring mechanism, or otherwise, or other implement for the infliction of serious bodily injury which serves no common lawful purpose

1. Theft and vandalism of library, staff and user property
2. Criminal trespass, including entry into the library while banned

Harmful, disruptive or destructive behavior is prohibited. This includes:

1. Harassment, defined as any behavior that disturbs, alarms or intimidates another, including:
	1. Loud, abusive threatening or insulting language
	2. Physical contact or attempts or threats of physical contact
	3. Following another person around the building or grounds
	4. Disruptive or unsafe behavior
	5. Committing individual or repeated acts that serve no legitimate purpose
	6. Communicating lewd and obscene words, language or pictures either to or about another person
	7. Sexual harassment
	8. Conduct not described above but of a similarly serious nature
2. Use of library materials, equipment, furniture, fixtures and the building for anything other than the intended purpose.
3. Damage to library materials, computers, equipment, furniture, fixtures or the building
4. Gambling
5. Use of sound and viewing of images on computers in a way that reasonably disturbs others. Disturbing images include, but are not restricted to, sexually explicit material.
6. Use of the parking spots or sidewalks for bicycling, skateboarding or other playground or sports activities is prohibited. The library assumes no liability for individuals using the parking spots or grounds during closed hours.
7. Use of skateboards, skates and other sports equipment in the library
8. Impeding access to exterior or interior walkways, entrances and common areas, either physically or with large items
9. Trespassing in restricted staff areas or camping on library property
10. Campaigning, petitioning, interviewing, survey-taking, soliciting, sales, distributing leaflets, and any speech or conduct that results in disruption of regular library activities are prohibited. This does not pertain to library-sponsored activities.
11. Disregarding the reasonable direction of library staff members.

Inappropriate behavior is prohibited. This includes:

1. Bringing animals into the library, other than service animals as defined in the Americans with Disabilities Act.
2. Excessive displays of affection
3. Moving furniture or equipment without staff approval
4. Loud use of electronic devices with or without headphones
5. Not conforming to generally acceptable standards of hygiene and cleanliness, such as body odor that is sufficiently foul to be a nuisance to other library users; and wearing infested clothing or carrying infested personal effects.
6. Use of restrooms for bathing, shaving or laundering
7. Sleeping
8. Loitering. Library staff member exercise discretion in considering if loitering is unacceptable. Generally, a library user is asked to leave if library staff members determine the behavior or activity is disruptive to or prevents others from utilizing the library and its services
9. Monopolizing staff time or library resources
10. Any individual or group behavior that unreasonably disrupts or interferes with normal operations or use of the library

All children under age 7 must be accompanied at all times by a parent or caregiver. Children ages 7 – 9 may use the library while a parent or caregiver is on library premises. Children ages 10 and above may use the library unattended for a reasonable amount of time. The library assumes no responsibility for children left unattended on library premises or at a library program at an offsite location.

**Notice and Enforcement**

This Behavior Policy will be available by request at the library. Copies of the policy will be made freely available for distribution as needed.

Library staff is authorized to enforce the Behavior Policy. Library volunteers are authorized to enforce the Behavior Policy only when paid staff members are not present in the library. If staff members are present, volunteers must alert staff to the situation and allow staff members to enforce the policy. While library staff will generally give a warning before asking someone to leave the building, an individual may be asked to leave immediately, depending on the severity of the situation.

Library patrons will be given the opportunity to appeal the enforcement of the Behavior Policy or actions taken by library employees by being told they may submit a written request to the Free Library of New Hope and Solebury Board of Trustees, 93 West Ferry Street, New Hope, PA 18938.

**Procedures**

Library staff and volunteers will contact 911 without hesitation in any circumstance that poses an immediate danger to health or safety or that may involve a willful violation of federal or state laws or local ordinances.

Library staff will use discretion in calling law enforcement, respecting the use of 911 for emergencies and using non-emergency numbers when appropriate.

Library volunteers will not contact law enforcement unless no paid staff member is in the library and there is an immediate danger present. If there is no immediate danger, and if no paid staff member is present, volunteers will attempt to call the Library Director or President of the Board of Trustees, or such person as the Director and President shall designate.

Library staff will otherwise approach library patrons with respect and discretion, delivering a warning as quietly, privately and politely as possible, contingent upon the circumstances.

All occurrences of inappropriate behavior will be documented in writing. Library patrons who violate the regulations are subject to banning in accordance with the Library’s Banning Guidelines. Any library staff member may ban someone from the Library for the remainder of a day. Repeated violations with repercussions beyond expulsion from the library premises for the rest of the day will be handled by the Library Director. Notice of banning beyond the remainder of the day will be sent by certified mail to the person’s last known address. In the event that another library in the Bucks County system bans a patron from use of its facilities, then upon notification from that library, the Free Library of New Hope & Solebury will also ban that patron from use of its facilities pursuant to the county system’s reciprocal banning policy.

Parents or legal guardians will be notified if possible of the expulsion from the library of anyone under age 18 or when law enforcement is contacted because of library behavior.

Adopted by the Board of Trustees March 19, 2014.