

## Behavior Policy

1. The Kennett Library welcomes and encourages the use of its facility by the public. The Library is a place for all who wish to read, study, research, write, select books, tutor, and consult with Library staff. All who enter the Library are entitled to enjoy a library atmosphere – a calm space, free from distractions – and have an implicit obligation to contribute to the maintenance of that atmosphere.
2. The Library Board of Trustees (“Library Board”), in establishing this policy, intends to identify behaviors that are contrary to the purposes for which the Library is intended. The Library Board gives full authority and discretion to Library staff to decide whether any particular conduct or behavior is not in compliance with this policy and to ensure that customers of the Library respect and follow the policy. Library staff will caution patrons when behavior is deemed unacceptable, will attempt to obtain appropriate personal identifying information, and will ask those who fail to comply to leave the Library premises. An Incident Report will be completed by Library staff to document specific violations. Library staff has the discretion to contact the police.

Failure to follow this policy may result in a suspension of Library privileges. Failure to provide appropriate personal identifying information may result in suspension of Library privileges until such information is provided. Any customer whose privileges have been suspended may appeal in writing or in person to the Library Board and shall receive the appropriate notice and opportunity to be heard.

### 3. GENERAL RULE.

The Library offers a place for reading, study and research. Anyone who enters the Library is expected to pursue activities with a minimum of disturbance to others. A Library customer shall not engage in disruptive behavior or behavior that interferes with the use of the Library by other customers or with Library staff’s performance of their duties. Any behavior that, in the judgment of Library staff, disrupts or distracts other Library users from using the Library or threatens the safety of Library users and staff is inappropriate and shall not be tolerated.

### 4. GUIDELINES.

- a. The following Guidelines are for guidance only and are not intended to be an exclusive list of inappropriate or prohibited behavior.
  - i. Inappropriate behavior is prohibited. These behaviors include but are not limited to:
  - ii. running or excessive movement;
  - iii. throwing items;
  - iv. loud, offensive or abusive language;
  - v. disruptive and/or persistent noise;
  - vi. excessive socializing;
  - vii. verbally or physically threatening or harassing behavior;
  - viii. abusing or defacing library materials (including library owned hardware).
- b. The use of personal electronic communication devices, such as cell phones, shall be brief and shall not disturb other Library customers.

- c. Audio equipment and the audio capabilities of computers shall not be used in the Library unless earphones are utilized in a manner that does not disturb other Library customers.
- d. Theft of Library materials is prohibited and a violation of state law, and punishable by a fine and/or other penalty according to 18 PA CS 3929.1.
- e. Children under eleven years of age must be under the direct supervision of a responsible caregiver (at least 16 years of age) at all times while on Library premises pursuant to the Library's Policy on Unattended Children.
- f. Library customers are responsible for their own personal belongings. The Library is not responsible for the personal belongings of Library customers.
- g. Food and covered beverages may be consumed in the Library if handled neatly. Containers should be disposed of properly. Customers should alert Library staff to any spills.
- h. A shirt and shoes must be worn everywhere on the Library premises.
- i. Any person whose bodily hygiene is offensive so as to constitute a nuisance to other persons shall be asked to leave the building.

## 5. PROHIBITED CONDUCT

The following conduct is prohibited:

- Threatening behavior, including, but not limited to, violence, threats of violence, and brandishing of weapons is not allowed.
- Consuming alcoholic beverages. Exceptions may be granted by the Library Director in connection with appropriate circumstances, such as programs and events.
- Possessing, using or selling unlawful controlled substances. Violations will be reported to the police.
- The use of tobacco products.
- Bringing large sports equipment inside the library, such as bicycles, scooters, and skateboards. The use of any sports equipment is also prohibited inside the library.
- Blocking or interfering with access to doors, passageways, corridors, handicap accessible areas or devices and driveways inside and outside of the Library.
- Patrons may not use CCLS provided computer workstations or wireless connections for unlawful purposes or to view prohibited content. Viewing materials that contain or display sexually explicit images or obscenity as defined by 18 Pa. C.S. section 5903. The viewing of child pornography is a criminal act and the police will be called. Please refer to the Internet Acceptable Use Policy posted on the Library web site for customer guidelines and responsibilities.

## 6. SANCTIONS

Violations of this policy are grounds for suspension of Library privileges. Repeated or egregious violations of this policy are grounds for losing the privilege to use the Library by public vote of the Library Board.

## Procedure for Implementing Behavior Policy

These procedures shall be used in the event library staff observes conduct which violates the library's Behavior Policy.

1. The Person-in-Charge will ask a staff member to accompany him/her to the person who is violating the Policy. If circumstances warrant, bring a copy of the Behavior Policy (i.e., if the customer is new and is not familiar with our policies).
2. Inform him/her that he/she is violating a specific provision of the Behavior Policy. Use the language of the Behavior Policy to identify the infraction.  
Examples: "library policy prohibits ..."
  - a. "running and excessive movement in the library."
  - b. "threatening other people."
  - c. "disruptive noise."
  - d. "blocking access to doors."

Do not engage in a conversation regarding the behavior. Note the individuals involved.

Inform him/her "If we have to speak to you again about this issue or any other violation of library policy today, you will be asked to leave."

3. If the person is asked to leave, ask for the person's name if it is not known, and write it down.
4. The staff shall contact the police in the event a library customer does not leave the library property when instructed to do so.
5. If the infraction is severe, the Person-In-Charge will ask the customer to leave the library property immediately (i.e., no first warning).
6. An incident report must be written every time a person, or group of people, is asked to leave the library, and any time an incident of note occurs that should be documented for future reference. One copy of the report should be kept in the incident report binder, and a second copy of the report should be given to the director.
7. Be sure to inform the Person-In-Charge on the next shift about the incident so that he/she is aware and knows how to respond to future incidents.