



# TREDYFFRIN TOWNSHIP LIBRARIES

TREDYFFRIN PUBLIC LIBRARY & PAOLI LIBRARY

<<POLICIES>>

## **PATRON BEHAVIOR**

Appropriate behavior associated with the normal use of a public library is expected of all users of Tredyffrin Public Library and Paoli Library while in the library building or on library property. Violations of this Patron Behavior Policy may result in increasing levels of action, ranging from a staff issued warning, to being asked to leave the library for the remainder of the day, to temporary or permanent loss of all library privileges, to legal action including criminal prosecution. The level of action will be determined on a case-by-case basis.

Library staff will provide any patron with a printed copy of the Patron Behavior Policy as well as the appeal process. This policy will be posted at the library entrance, the Circulation Desk, online, and will be available to any individual that wishes to review the policy.

## **GENERAL PATRON BEHAVIOR GUIDELINES**

The following guidelines have been established by the Tredyffrin Township Libraries' Board of Trustees to protect the fair and equitable use of library facilities and resources, ensure the safety of all library users and staff, and protect the property and the interests of Tredyffrin Public Library and Paoli Library.

### **The following behaviors are prohibited:**

- Behavior that compromises the safety of library visitors, patrons, or library staff, including but not limited to running or using roller skates, scooters, skateboards, bicycles, or other similar devices inside the library or on the library steps. Using roller skates, scooters, skateboards, or bicycles as transportation to the library is not prohibited, however, using such equipment in a manner on library property that compromises the safety of library visitors, patrons, or staff is prohibited.
- Entering the library with bicycles, shopping carts, or other bulky items (excluding items necessary to assist individuals with disabilities and strollers).
- Making loud or an unreasonable amount of noise, including but not limited to the use of electronic equipment or mobile telephones at a volume that disturbs others. Cell phone use is permitted in the library as long as it is not disturbing to other patrons, however, in the event that a conversation disturbs other patrons, the cell phone user will be asked to either take the call outside or end the conversation.
- Unreasonable talking, gesturing or interfering with others ability to read, study, work, or otherwise use library resources and services.
- Using harassing, obscene, abusive, or insulting language or gestures toward library visitors, patrons, or staff.
- Interfering with Library staff's performance of their duties.



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- Refusal to follow reasonable direction from staff, including but not limited to leaving the library during normal closing procedures or refusing to evacuate during an emergency.
- Entering the Library with animals other than service animals authorized by law.
- Possessing or consuming alcohol or illegal substances.
- Using the public restrooms in any manner that is not usual or customary, including washing laundry or bathing.
- Adults loitering in the children's or teen's room/area unless supervising a child.
- Use of the library telephone for personal business, unless in an emergency or a request for transportation.
- Theft, destruction, or defacement of library materials is a violation of state law and is punishable by fine and/or other penalty.

**In addition to these prohibited behaviors, all patrons are subject to the behavioral guidelines outlined in:**

- Unattended Children Policy
- Internet Acceptable Use Policy
- Meeting Room Policy
- Solicitation and Charitable Collection Policy
- Electronic Equipment Use Policy

**PA Law regulated the following behavior and any individual violating the law will be asked to cease such behavior and/or will be reported to law enforcement:**

- Smoking inside the Library or within 20 feet of any Library entrance or window, as prohibited under Government Code sections 7596 and 7597.
- Possessing, consuming, exchanging, or selling illegal drugs inside or outside the library building.

**Library Response to Violations of Behavior Policy**

Any person who violates the behavior policy will be handled in a professional and courteous manner and the degree of the violation will determine the severity of the response.

Staff will call 9-1-1 immediately in response to any behavior that poses an immediate threat to the safety and security of library visitors, patrons, or staff. Staff will call 9-1-1 for any behavior that is in violation of federal, state or local ordinances. Staff may call the police if a person or group of persons refuses to follow staff instructions, becomes confrontational, or refuses to leave the library when asked or required.



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For most other inappropriate behavior, one warning will be given. An additional violation will result in the patron being asked to leave the library for the day. A serious violation or repeated violations, or a violation where the police are called, may result in longer exclusions from the library up to permanent banning from the library. When appropriate, written notice of the violation shall be given to the patron, a copy of which shall be kept with the Library Staff.

An individual who is banned from the library may be criminally charged with trespassing if they return to library property during the term of the ban. Any individual who is banned and whose library privileges have been revoked may request to have the decision reviewed by the Board of Trustees of the Library. The request must be made in writing and submitted to the Library Director and the President of the Board of Trustees of Tredyffrin Township Libraries, 582 Upper Gulph Road, Strafford, PA 19087, within 30 days of the alleged offense. The matter will then be reviewed by the Board of Trustees at the next scheduled Board meeting and the decision of the Board shall be delivered in writing within ten (10) days thereafter.

*Adopted by the Tredyffrin Township Libraries Board 11/29/2005*

*Revised and Approved 12/07/2010*

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