

CUS – 2

CUSTOMER CONDUCT

POLICY STATEMENT

The Manhattan Public Library strives to provide the highest level of service to all library users. The following rules are set in place to protect the right of library customers to enjoy a safe environment, conducive to the use of library materials and services. The library is a “limited public forum” created for the specific purpose of providing public access to materials and resources. The library may establish rules of conduct to assure the library is used for the general purposes for which it is intended.

REGULATIONS:

Customers not engaged in reading, studying, library programs or the use of library services may be asked to leave the library premises.

No person shall engage in conduct that violates the law. The library will uphold all federal and state laws, and also local ordinances in regard to public behavior, including but not restricted to the following:

1. Threatening or physically harming other customers or staff
2. Stealing library materials, property or equipment, including the removal of library materials from the building without properly checking out or receiving authorization
3. Damaging library materials, property or equipment
4. Bringing firearms or other weapons onto library property. Under the provisions of the Kansas Personal and Family Protection Act (Senate Substitute for House Bill 2052), licensed citizens may carry concealed handguns.
5. Possessing or consuming alcohol or illegal drugs, or being under the influence of alcohol or illegal drugs
6. Smoking or other uses of tobacco products, including e-cigarettes and other electronic vaping devices, within 20 feet of the library
7. Blocking library entrances and exits or obstructing aisles and passageways.
8. Indecent exposure, exhibitionism, lewd and lascivious acts

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

1. Talking loudly or making noise or behaving in a manner which reasonably can be expected to disturb other persons. Cell phones may be used outside of quiet zones.
2. Unnecessary staring at another person with the intent to annoy or harass that person.
3. Verbal abuse or harassment of staff or customers.
4. Use of profanity or other inappropriate language.

5. Following another person through the building or around the premises with the intent to annoy that person.
6. Violating the library's guidelines on photography and video-recording in the library. Individuals or groups that wish to take photos or video-recordings in the library should talk to library staff.
7. Petitioning, panhandling or distributing unauthorized materials on library premises.
8. Soliciting funds or offering any goods or services for sale (unless authorized by the Director in conjunction with library sponsored programs and activities.)
9. Maintaining bodily hygiene that is so offensive as to constitute a nuisance to other persons in the library.
10. Sleeping in the library.
11. Bringing animals into the library (except service animals.)
12. The library complies with ADA requirements that state service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls. Service animals must be housebroken and well behaved. Unwarranted and unprovoked violent behavior, such as uncontrolled barking, growling at other customers, jumping on other people, or running away from the owner are examples of unacceptable behavior.
13. Using restrooms for washing clothes or bathing.
14. Having food other than small packaged snack foods, or having beverage containers without lids.
15. Having food and beverage near computers and equipment.
16. Behaving in any way or manner that can reasonably be expected to disturb other customers or staff.

Customers are required to:

1. Wear appropriate attire. Shirts and footwear are required to enter the building.
2. Be responsible for their personal items. The library is not responsible for customers' personal items.
3. Comply with the library's Internet Access and Public Computer Safety policy.
4. Comply with the library's Unattended Children' policy. An unattended child is any young person unaccompanied by a responsible adult and who is unable to care for his or her self, or use the library responsibly. Children under 8 years of age must be accompanied by an adult.
5. Have a purpose for being in the Children's Room. Adults not requiring access to children's materials or services will be required to relocate to other areas of the library. The Children's Room is intended for use by children and their parents or caregivers.
6. Promptly leave the building at closing time or as instructed by staff in an emergency.

Loss of Library Privileges

The library has the right to deny use of the library (including facilities and services) to those violating library rules and it also has the right to deny future library privileges.

Customers who display inappropriate behavior as identified in this policy will be asked to stop and may be required to leave the library for the remainder of the day.

A violator with repeated offenses, multiple offenses, or one-time serious offenses will be banned from the library for an extended period of time.

Permanent banning for unacceptable behavior may be authorized by the Director or his designee and will be used when repeated attempts to correct unacceptable behavior have failed or serious offenses have occurred.

A violator who refuses to leave under these circumstances or who returns to the library during the defined period of the ban is trespassing, and staff will seek assistance from the police.

Right of Appeal

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 staff, use of customer feedback forms, email or letters.

Problems not resolved to a customer's satisfaction may be appealed, first to the Library Director, then to the library board.