

## CARLISLE PUBLIC LIBRARY PATRON BEHAVIOR POLICY & PROCEDURES

## **Policy:**

The Carlisle Public Library strives to serve all of its patrons with friendliness, fairness and respect. To help us provide a safe, comfortable environment for all library users, we ask patrons to observe the following guidelines:

- Be respectful of library staff, volunteers and other patrons in attitude, behavior, language and volume.
- Any activities that endanger the health and safety of others are prohibited.
- Violation of any laws is prohibited.
- Use of alcohol, tobacco, or other controlled substances is not permitted on the premises.
- Food and drink are to be kept away from electronic library equipment.
- Appropriate dress must be worn at all times.
- Roller blades, skate boards, etc. are not allowed in the building.
- For their safety, preschool children must be accompanied and supervised by a responsible adult.
- Parents/guardians will be held responsible for the behavior of their children while these children are on the library premises.

The primary responsibility for enforcing these guidelines rests on the Library Director; however, all staff members have the authority to enforce this policy.

## **Procedures:**

- In most cases, patrons behaving inappropriately in the Library will be given one warning and asked to behave in the appropriate manner. If the behavior is not improved, the patron will be asked to leave for the rest of the day.
- If a juvenile behaves inappropriately at the Library, staff may call his/her parent/guardian.
- In the event of an illegal or highly dangerous incident, library staff will call the police.
- In extreme cases, when a patron is consistently disruptive every time he/she visits the library or when one engages in unlawful activities, these events will be documented, and the patron may have all or part of his/her library privileges revoked or risk being banned from the library for a period of time at the discretion of the Library Director.

Approved by the Carlisle Library Board of Trustees on December 9, 2010