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## **Patron Behavior Policy/Code of Conduct**

### **Purpose**

The purpose of the Patron Behavior Policy/Code of Conduct is to establish clear and concise rules of acceptable behavior for patrons within the Boyertown Community Library (BCL), or on BCL property, to ensure the safety of library patrons, volunteers, and staff, as well as the library's buildings, furnishings, materials, and equipment.

### **Application of the Policy**

This policy applies to all BCL patrons, volunteers, and attendees of BCL events.

### **Prohibitions**

This policy prohibits the following:

1. Eating or drinking in the library unless approved by library staff;
2. Excessive noise such as extremely loud talking or playing of loud audio equipment;
3. Phone calls inside the library building;
4. Smoking or chewing tobacco, including e-cigarettes, in the library or areas adjacent to building entrances/exits;
5. Weapons;
6. Animals (other than service dogs or those attending scheduled library activities with the approval of the Library Director);
7. Misuse of or causing damage to restrooms;
8. Misuse of library telephone;
9. Engaging in disorderly conduct, or defiant trespass;
10. Engaging in conduct that is discriminatory or harassing based on race, sex, religion, disability, age, gender identity or expression, or any other legally protected characteristic;
11. Refusing to abide by instructions or directives given by BCL staff;
12. Engaging in behavior that is disruptive or threatening to other patrons in the library;
13. Sleeping;
14. Blocking the entrance or loitering;
15. Interfering with another patron's use of library materials or equipment;

16. Going behind the circulation desk, unless permitted by BCL staff;
17. Mutilating, damaging, or defacing any library materials or property;
18. Use, sale, or distribution of alcohol or any other controlled or illegal substance;
19. Inappropriate, obscene, and/or indecent behavior;
20. Skateboarding, rollerblading, bike riding, or scooter riding on library property;
21. Littering;
22. Entering the library without proper attire (shirt or shoes);
23. Exhibiting poor personal hygiene, including offensive and pervasive odors which are a nuisance to others;
24. Criminal activities;
25. Display of obscene pictures or hate-inciting or offensive language on clothing or signs;
26. Distribution, posting, or placement on BCL property any materials not expressly approved by the Library Director or Board of Trustees; and
27. All solicitations not approved by the Library Director and/or Board of Trustees.

### **Attendance at BCL Programs and Events**

Anyone who attends a BCL program or event, whether or not located on library property, shall abide by this policy. Those who attend a BCL program or event are expected to act in a respectful manner. Anyone who disrupts a BCL program or event, or engages in conduct that violates this policy, may be asked to leave the program or event, and may be banned from attending future events, in the sole discretion of the Library Director.

### **Posting on BCL Social Media Accounts**

This policy applies to BCL's social media accounts. BCL reserves the right to remove any posts on its social media accounts that are defamatory, obscene, threatening, or discriminatory or harassing based on race, sex, religion, disability, age, gender identity or expression, or any other legally protected characteristic.

### **Failure to Comply**

Patrons who violate this policy will be asked to modify their behavior, or, if deemed necessary by BCL staff, will be asked to leave the library. Should the patron(s) refuse; the police will be called to escort the patron(s) from the library premises. When criminal actions are committed, the library may prosecute to the fullest extent of the law.

### **Suspected Theft**

Should BCL staff suspect a patron of theft of any kind, the library staff will call the police. Patrons found to have stolen library property may be prosecuted to the fullest extent possible. A

note will be entered into the patron's library card account and they will be barred from the premises.

Approved 3 March 2014

Amended and approved 25 July 2018; further amended and approved September 27, 2022