

Sinking Spring Public Library Customer Behavior Policy

The Sinking Spring Public Library intends to provide a safe and supportive environment for all users and staff engaged in library activities. The Library is a limited public forum where all members of the public are encouraged to read, study, and use Library materials, programs, or services. Customers may not engage in any act that disrupts or prevents the normal or intended use of the Library by any other customers or staff and may lose Library privileges if they do so. Library staff may ask visitors to show their Library card or other ID at any time.

The following specific activities and behaviors seriously interfere with the provision of Library service, are prohibited, and may result in loss of all Library privileges for a period of time or immediate expulsion from Library facilities as determined by the Director.

- 1) Cutting, tearing, defacing, breaking, or damaging in any way Library materials or property;
- 2) Committing any criminal activities;
- 3) Using, giving away, or selling controlled substances or intoxicating liquors, or being under the influence of alcohol or controlled substances;
- 4) Using abusive, threatening, harassing, offensive, or profane language. Physically abusing, threatening or assaulting customers or staff;
- 5) Engaging in lewd or lascivious behavior, including solicitation, sexual harassment, indecent exposure and voyeurism;
- 6) Smoking, chewing, vaping, or other tobacco use (such as rolling cigarettes)
- 7) Bringing any weapon into the Library except in the case of authorized security and law enforcement personnel;
- 8) Using Library computers in a manner prohibited by the Sinking Spring Public Library's "Internet Acceptable Use Agreement."
- 9) Ignoring or not complying with government-mandated health and safety regulations.

Library customers engaged in the following activities will be asked to cease the behavior and may be told to leave the Library for the rest of the day. Any subsequent violations may result in the loss of Library privileges for a period of time as determined by the Director.

- 10) The library will contact the authorities when children under age 12 are unattended by an adult.
- 11) Eating, drinking, or displaying open food or liquid containers, except in specially designated areas of the Library or for special programs;
- 12) Sleeping;
- 13) Inappropriately or excessively using the restroom including bathing, shaving, or clothes washing.
- 14) Monopolizing Library space, seating, tables, or equipment to the exclusion of other customers and staff;
- 15) Obstructing aisles, walkways, or doorways with self or personal effects;
- 16) Failing to keep personal belongings to oneself. The Library is not responsible for lost or stolen property and the Library shall not be used for storage of personal belongings;
- 17) Exhibiting poor personal hygiene, including offensive and pervasive odors that are a nuisance to others;
- 18) Making unreasonable noise including, but not limited to yelling, not silencing cell phones, playing of audio equipment which disturbs others, and boisterous activity;
- 19) Soliciting, begging, or selling of any items;
- 20) Distributing, posting, or placing on Library property any printed materials without the permission of

the Library Director. Individuals placing on Library property any hatred-inciting materials will be reported to the appropriate authorities;

- 21) Entering without proper attire including shirt and shoes;
- 22) When you enter a Sinking Spring Public Library branch, event, or program, you enter an area where photography, audio, or video recording may occur. The Sinking Spring Public Library is not responsible for the privacy of your image, voice, or recording and the posting of the same to media channels.
- 23) Entering with animals, except certified assistance animals or those pre-approved for Library programs.
- 24) Patrons with visible pest infestation on their person or belongings may be asked to leave the library.

Please refer to the Sinking Spring Public Library Internet Policy for computer and Wi-Fi use. Library staff can offer basic instruction as time permits on how to use a library computer and/or navigate the Internet. However, the time available for instruction may be limited and patrons must be willing to explore and search the Internet on their own. Patrons should report computer problems or offensive behaviors to Library staff. Staff may not be able to give assistance to patrons configuring their personal equipment including laptops, tablets, gaming, and other devices to connect to the library's wireless Internet. Computers automatically shut down fifteen (15) minutes before the Library closes.

Any customer whose privileges have been revoked may appeal the decision to the Board of Trustees via written request to the Library Director within fourteen (14) days of the denial of library service.

11/13/23