

# Customer Rights and Responsibilities

## L.E. Phillips Memorial Public Library

Customer Rights and Responsibilities have been established to maintain a peaceful atmosphere that promotes the use and enjoyment of L.E. Phillips Memorial Public Library resources; protects the safety of the general public, staff and library property; and creates a welcoming environment for all.

To ensure a welcoming environment, the responsible use and care of all library materials and property is essential.

1. Drinking of non-alcoholic beverages is permitted in the library. Consumption of food is prohibited in all public areas of the library with the exception of meetings held in the meeting rooms and receptions approved by the library.
2. Use of tobacco products is prohibited throughout the library building and on library property.
3. Those who steal, damage or deface library materials or property may be prosecuted. Parents are liable for damage done by a child under the age of eighteen.
4. Customers are required to comply with the library's policies and procedures on computer use and the Internet.
5. Improper use of library restrooms, including, but not limited to, bathing, shaving, hair trimming and laundering is prohibited.

The safety of customers and staff is essential.

6. Blocking the entryways, vestibules or a staircase is prohibited. Disruptive groups congregating inside or outside the library will be required to disperse.
7. Bicycles may not in any way interfere with entering or exiting the library, and they should be parked in the bicycle racks that are in front of the library or in the outside lower level area.
8. Items carried into the library, such as backpacks or other personal belongings, must be stored out of pathways. Athletic equipment such as skateboards, balls or in-line skates may be carried into the library; however, they may not be used in the library.
9. Threatening, harassing or intimidating language or behavior will result in immediate expulsion from the library and possible legal action.
10. Parents and caregivers are responsible for the behavior, safety and supervision of their children at all times. According to library policy, children under the age of eight must be supervised by a responsible caregiver at all times.
11. Animals, other than service animals, are not permitted in the library, unless as a part of a program authorized by the Library Director.
12. Customers sleeping in the library may be awakened by library staff if there is concern for the customer's health or well-being, or if the customer's sleep is disturbing others.

The rights of an individual to use the library without being unreasonably disturbed by another is essential.

13. Creating a disturbance by making noise, talking loudly, whistling, singing, using profanity, running or engaging in other disruptive conduct is prohibited. This includes stalking, prolonged staring at or following another with the intent to annoy, or intentionally behaving in a manner that could reasonably be expected to annoy or disturb other customers or staff.
14. Using personal electronic equipment in a manner that could reasonably be expected to annoy or disturb other customers or staff or interferes with library service is prohibited.
15. Appropriate attire is required. Shirts and shoes must be worn in the library. Offensive body odor due to poor personal hygiene or overpowering perfume or cologne that causes a nuisance or reasonably interferes with library use by other customers or staff is prohibited.
16. Cell phones should be set to low volume or no-ring (vibrate) or turned off when entering the library. Customers should limit themselves to short, quiet phone calls whenever possible. Extended conversations that might disturb other customers should be moved to more isolated areas of the library or outside. Cell phone conversations are discouraged in public computer workstation areas.
17. Individuals seeking to engage in petition-related activities while on library property must comply with the library's policy on Circulation of Petitions.

Everyone has the right to use library resources provided his or her behavior does not unreasonably interfere with the rights of others to do the same.

Behavior which violates library policy, interferes with the use of the library by others or interferes with staff in the conduct of their duties is not permitted. Customers engaging in such behavior may be asked to stop the behavior and/or they may be asked to leave the building. The police may be called and/or the customer's library privileges may be revoked. Unlawful activities will promptly be reported to the appropriate law enforcement authorities.

Staff is authorized to require a person to leave the library for the day if in the judgment of the staff member the customer's behavior is disorderly or disruptive. If the behavior is repeated or severe, staff will follow the library's policy on Revoking Library Privileges. The customer shall have the right to a hearing before the Board at the meeting at which the Board is scheduled to take action on revocation of privileges.

Customers shall cooperate with library staff who must interpret and apply rules and policies. Upon request, customers shall be required to provide their correct name or show their library card or other identification to library staff and leave the premises when so directed.

Your entrance to this public library indicates that you are willing and able to act courteously toward all other persons here, act respectfully with regard to public property, and follow all library rules.

Approved by the Board of Trustees, L.E. Phillips Memorial Public Library, 12/20/2012

*"Every public library shall be...subject to such reasonable regulations as the library board prescribes in order to render its use most beneficial to the greatest number. The library board may exclude from the use of the public library all persons who willfully violate such regulations." Wis. Stat. section 43.52(2).*

