



Barberton Public Library Customer Code of Conduct

(Replaces the *Policy for Public Behavior on Library Property*)

At the Barberton Public Library, we strive for every customer to experience the joy and satisfaction of lifelong learning and enrichment. In order to preserve that opportunity, we ask customers to be respectful of each other and behave in a manner that does not disrupt other customers or staff.

The Library Board of Trustees, under the Ohio Revised Code, Section 3375.40(H) is responsible for determining the rules for public behavior in the Library that are necessary to:

- Protect the rights of individuals to use Library property, materials, and services;
- Protect the rights of Library employees and volunteers to conduct library business without interference;
- Ensure the use of the facilities, materials, and services by the greatest number of individuals;
- Preserve those materials and facilities from harm; and
- Ensure the safety of Library patrons, employees, and volunteers.

The rules for public behavior will be prominently posted in the Library. Library employees are authorized to bring to an individual's attention any act or omission which violates these rules. The individual will be asked to change the problem behavior to conform to the rules. If such change is not evident or forthcoming, that individual will be asked to leave Library property. Failure to leave if asked may result in the police being called and a possible charge of criminal trespass per Section 2911.21 of the Ohio Revised Code.

Behavior that interferes with the rights of others includes, but is not limited to:

- Unreasonable noise including: loud talking, singing, boisterous activity, cell phone and audio/visual equipment usage.
- Profane, obscene or abusive language; racial or ethnic epithets.
- Harassing customers or staff. Deliberate repeated behavior that is intimidating, hostile, or offensive, or adversely impacts staff work performance.
- Intentionally damaging, destroying or stealing any property belonging to the Library, another customer or staff.
- Use of the Internet for unlawful purposes as defined by federal, state and local laws.
- Running
- Sleeping
- Abuse or improper use of furniture, equipment or materials.
- Gambling, panhandling, soliciting money, any activity for personal profit.
- Monopolizing/obstructing space, seating, tables or equipment to the exclusion of

others.

- Trespassing, violating an eviction, or entering upon library property when banned.
- Failure to properly supervise your children.
- Fighting, challenging someone to fight, physical abuse or assault.
- Possessing weapons or other items deemed dangerous by library staff. Violation of posted concealed weapons prohibition.
- Engaging in or soliciting a sexual act. Indecent exposure.
- Improper dress including bare feet or no shirt.
- Vandalizing library facilities or equipment.
- Distributing/posting unauthorized materials. (Materials must be submitted in accordance with the *Distribution of Community Information* policy.)
- Being under the influence, possessing alcohol or drugs, selling drugs or alcoholic beverages.
- Bathing, shaving or washing clothes on the premises.
- Roller skating, roller blading, skateboarding, ball playing, cycling.
- Bringing animals, other than service animals, into the library.
- Smoking or use of any tobacco product.
- Use of electronic cigarettes or any similar device.
- Using emergency exits at times other than an emergency.
- Any illegal act.
- Other acts disruptive to customers and staff.

The Library reserves the right to inspect all bags, purses, briefcases, packs, personal listening equipment and overcoats for library materials.

Any individual who repeatedly violates the *Customer Code of Conduct* shall be denied the privilege of access to the Library by the Library Board of Trustees, on recommendation of the Library Director. In case of emergency, the Director may take immediate action and inform the Board as soon as possible afterward.

Any individual whose privileges have been denied may have the decision reviewed by the Board of Trustees. The individual may appeal the ban by sending a written petition to the director within 30 days of the ban. The petition should explain why the ban should be lifted. Upon receipt of the petition, the director shall schedule a hearing with the Library Board of Trustees. Failure to appear at the hearing will be considered withdrawal of the appeal. At the conclusion of the hearing, the Board may affirm, modify, or cancel the ban.

The Board authorizes the staff to bring to the attention of law enforcement authorities the identity and circumstances involving individuals who violate these rules.

Questions about this policy or about actions the Library has taken may be addressed to the Library Director or the Board of Trustees.

All Library policies have been designed to maximize available resources and ensure accessibility. They are always subject to review and revision by the Board of Trustees as necessary.

Adopted by the Barberton Public Library Board of Trustees, June 28, 1990. Revised: July 28, 1994; January 8, 2004; October 25, 2007; June 26, 2014.