

CUSTOMER CONDUCT

03.06.01.G1 Guidelines Governing Use of the Library

CUSTOMER CODE OF CONDUCT POLICY

PCCLD seeks to provide a safe, comfortable environment in its libraries in order to promote a worthwhile and satisfying library experience. Library customers are expected to follow all library policies, including this Customer Code of Conduct policy. Failure to do so may result in expulsion from the library and/or the loss of library privileges.

PCCLD expects library customers to abide by all federal, state and local laws while at the library. The Executive Director or his/her designee is authorized to call local law enforcement officials and report suspected violations of the law.

PCCLD expects library customers to observe normal rules of common courtesy. Library customers who are not courteous to others will be asked to stop their discourteous behavior or leave the library.

Prohibited activities at PCCLD libraries include but are not limited to:

- Engaging in any behavior that jeopardizes the health, safety, or well-being of customers or staff
- Bringing in concealed weapons not legally licensed and permitted, or openly displaying a weapon except by law enforcement officials
- Abandoning or leaving young children unattended
- Vandalizing library facilities, equipment, or materials
- Littering on library property
- Using obscene or vulgar language
- Smoking or other tobacco use *(including the use of smokeless tobacco products, e-cigarettes, and unregulated nicotine products)* within the building or within 20 feet of an entrance
- Removing library materials from the building without checking them out
- Engaging in voyeurism, peeping, stalking or acts of public indecency
- Harassing customers or staff
- Failing to wear shirt or shoes
- Bringing in animals other than service animals except as part of a library-sponsored program
- Distributing leaflets or posting notices not authorized by the library administration
- Panhandling, loitering, selling, or soliciting
- Using the library as a place to sleep
- Eating except in designated area or drinking from uncovered containers
- Bathing, shaving or washing clothes
- Bringing in bulky items that take up excessive space
- Playing or wading in a library water feature
- Making loud or disturbing noises
- Skateboarding, skating, or using any similar recreational device inside or outside the library
- *Possessing or using alcohol, marijuana, or illegal drugs*

This policy will be posted in all PCCLD libraries. *There are no exceptions to this policy except as authorized by the Executive Director or his/her designee.*

Staff Responsibilities

When a customer refuses to comply with the *Customer Code of Conduct* or any other library policy, the following general principles govern the actions of the library staff:

1. Every staff member should be constantly aware of the people and activities in his/her work area.
2. The first consideration is always the safety of those present in the library.
3. Staff members must always give the public every courtesy and consideration that is consistent with their responsibility to enforce library policies.
4. Any violations of the *Customer Code of Conduct* or any other library policy should be handled by the first staff member at the scene. Staff members may seek help and support from other staff members or security personnel in confronting difficult situations or customers.
5. Each violation of the *Customer Code of Conduct* or any other library policy should be handled with the least drastic action that will achieve the desired result.
6. Written reports are necessary to document incidents in which individuals have been asked to leave the premises, to document incidents when the police have been called, or if there is possible insurance liability. Such reports should be written as soon as possible after the event, and copies should be provided to all necessary individuals indicated on the form (See *03.06.01.F1 Incident Report*).
7. The *Customer Code of Conduct* policy is posted on public bulletin boards and empowers the library staff to maintain a proper library environment.
8. Staff members are responsible for the operation of the library. Security personnel are to observe and support staff as needed.

Confronting Individuals in violation of the *Customer Code of Conduct*:

1. Investigate any report or observation of a violation of the *Customer Code of Conduct*.
2. If the report or observation is valid, inform the violator of the *Customer Code of Conduct* and request that the individual correct his/her behavior and to comply with the *Customer Code of Conduct*. (*Customer Code of Conduct* should be posted on public bulletin boards at all times.)
3. If the individual continues the violation, seek support from other staff or security personnel to again notify the individual that the behavior is in violation of the *Customer Code of Conduct* and warn the individual that if the behavior continues, he/she will be asked to leave the library.
4. If the individual refuses to correct his/her behavior, the individual should be asked to leave the library immediately. Complete an *Incident Report*.
5. If the individual refuses to leave the library, inform the individual that the police will be notified
6. If the individual still will not leave, contact the police and request intervention. (Any time law enforcement has been contacted, a written *Incident Report* must be prepared.)

Suspension of Library Privileges

Customers who violate the *Customer Code of Conduct* may have their library privileges suspended. (See [03.06.03.G1 Customer Suspension Guidelines](#)) If a staff member encounters a customer who is known to have had his/her privileges suspended, the Associate Director or library building supervisor should be notified, and the customer should be reminded of the suspension and asked to leave the library immediately.

Contacting Person-in-Charge

The Person-in-Charge at the Rawlings Public Library is scheduled by the Associate Director or his/her designee. For PCCLD's other locations, the Person-in-Charge is scheduled by each library's supervising librarian or his/her designee. At locations where there are security guards, security is notified who is in charge. Normally, the Person-in-Charge will not be called upon, but occasionally it may be necessary for

staff or security to contact someone “in charge” for guidance or assistance. If there is a special weekend or evening emergency, the Associate Director or Executive Director may be contacted (*See Emergency Contact Numbers below*).

Injury / Sudden Illness

Staff members who encounter customers who become seriously ill or are injured on library property may call 911 to obtain additional help, depending on the severity of the injury or illness. If the customer is accompanied by family members, staff may consult with family members to determine the appropriate response. Staff members should not attempt to provide medical treatment to the customer. Following the incident, an [03.06.01.F1 Incident Report](#) should be completed to document the incident.

Emergency Contacts

The first and primary concern when faced with any emergency in the library or on its premises is to call 911.

EMERGENCY CONTACT NUMBERS
(Dial 9 to get outside line)

Emergencies911

(Note: when calling 911 from a PBX phone system it is necessary to identify the location from which you are calling)

Other Emergency Contacts:

Police Dispatch549-1232

Report a Crime549-1200

Sheriff Dispatch.....583-6250

Animal Control544-3005

(Before 9:00 a.m. or after 5:00 p.m. contact Police Dispatch or Sheriff Dispatch)

Facilities Dispatch549-0456

IT Help Desk553-0219

Security (Office)744-0486

Rawlings Guard.....240-2965

Person in ChargeSee schedule

Associate Director (cell)248-5089

Executive Director (cell)251-0041

Contaminated Areas

Any time someone becomes sick or requires bodily fluids to be cleaned up, staff should contact the Facilities Superintendent (Cell 240-0539). It is extremely important that staff **DO NOT** clean up the area themselves. The contaminated area should be roped off in some manner to prevent others from coming into contact with bodily fluids until Facilities can properly clean and sanitize the area. If the affected area is in a place where it customers cannot be protected from contamination, clear the library out and close until the area has been cleaned. The Facilities Department has someone on call at all times who is trained to safely manage bodily fluids. If the Facilities Superintendent cannot be reached, contact Facilities Dispatch and alert them of the need for an immediate cleanup.

Policy Reference: [03.06.01](#) *Acceptable Library Use and Safety*
 [03.06.03](#) *Customer Code of Conduct*

See Also: [03.06.03.F1](#) *Suspension of Library Privileges*
 [03.08.01.R2](#) *Legal Citations*