



CUSTOMER CONDUCT

03.06.01 Acceptable Library Use and Safety

PCCLD libraries are designed to provide access to customers of all ages and abilities. Customers using the library and its resources have the right to expect to obtain public library services in an orderly environment.

Library staff and/or security personnel shall take appropriate actions to ensure that all customers use the library in an acceptable, safe, and respectful manner.

PCCLD reserves the right to limit access to library spaces and programs that are designed to meet the unique needs of minors.

Unacceptable library use by customers includes, but is not limited to, any disruptive behavior that harasses or annoys others, results in physical, emotional, or mental injury to the perpetrator or others, interferes with the library business of other customers or staff, or is illegal. This includes any activity which results in harm to library grounds, facilities, equipment, materials, or services.

A customer demonstrating unacceptable library use will be notified by library staff or security personnel that the behavior is inappropriate. Failure to comply can result in expulsion from the library and/or suspension of library privileges. An appeal of a suspension of library privileges may be made in writing to PCCLD's Executive Director.

Local law enforcement officials may be called to handle emergency situations as defined in PCCLD's "Guidelines Governing Use of the Library."

Policy Reference: [03.01.02](#) *Internet Access and Wireless Use*
 [03.01.03](#) *Public Computers and Other Equipment Use*
 [03.05.01](#) *Meeting Room Use*
 [03.06.02](#) *Child Conduct and Safety*
 [03.06.03](#) *Customer Code of Conduct*

See Also: [03.06.01.F1](#) *Incident Report Form*
 [03.06.01.G1](#) *Guidelines Governing Use of the Library*
 [03.06.03.G1](#) *Customer Suspension Guidelines*