

Behavior Policy Western Allegheny Community Library

The patrons using the Western Allegheny Community Library and its resources have the right to use our Library facilities in an environment that is safe, comfortable, and respectful. Library management and staff will act to maintain and restore this safe environment and will address any activity that disturbs others, interferes with library operations, damages the building or its contents, or any other behavior generally considered inappropriate in a public place. Patrons are encouraged to bring any concerns to the attention of Library staff. Causing a disturbance, failing to comply with a request to restore order, and/or showing disrespect for fellow patrons or Library staff may result in restriction of Library privileges, and/or removal from the library.

Unacceptable Behavior

Our policy statement above does not address specific behaviors because it is impossible to produce a comprehensive list of all the possible disturbances that may occur. Unacceptable behaviors are those that, in the assessment of the library's management and staff, impair the safe and effective use of the library and its shared resources. Examples include, but are not limited to:

- Misusing, defacing or damaging library facilities or property
- Interfering with another person's use of the library or with the library staff's performance of their duties
- Loud, unreasonable, and/or disturbing noises, including:
 - Loud, continuing conversations
 - Playing audio equipment without headphones so others can hear
- Any ringing of or talking loudly into cell phones
- Entering staff work areas without permission
- Distributing or posting literature without prior approval
- Remaining in the library after closing hours
- Campaigning, soliciting, surveying, panhandling and/or conducting sales on library property
- Singing, whistling, or talking loudly to others or in monologues

- Behaving in a manner that reasonably can be expected to disturb other persons.
- Obscene or abusive acts and/or language
- Harassing or annoying others
 - through noisy or boisterous activities
 - by staring at another person
 - by following another person about the building
 - by uninvited conversation
- Obstructing or interfering with the freedom of movement through traffic patterns, including loitering (for more than 15 minutes) at entrances, in lobbies, walkways, bookshelf areas, restrooms, or the parking lots.
- Possessing or consuming alcohol or illegal drugs or being under the influence of alcohol or drugs
- Intentionally damaging, destroying, or stealing any library property or a patron's or employee's property
- Disorderly conduct, fighting or challenging to fight, or using offensive words likely to provoke violence
- Any type of weapons possession
- Leaving a child under 9 years of age or a vulnerable adult unattended by a responsible adult
- Excessive displays of affection
- Littering in the library
- Using emergency exits or setting off fire, elevator, and/or exit door alarms when no emergency exists
- Any other illegal acts or conduct in violation of federal, state, or local law, ordinance, or regulation

Some examples of “other unacceptable acts” are:

- Physically harming staff or patrons

- Verbally abusing staff or patrons
- Inappropriate sexual behavior
- Various types of harassment

Enforcement

The following process will be used, depending on the severity of the unacceptable behavior:

1st offense—Individual is warned that s/he is in violation of the policy and how to correct behavior.

2nd offense— Individual is warned again and told that any additional violations of the policy will result in their being asked to leave the building.

3rd offense— Individual is asked to leave the building. If the individual refuses to leave, staff will call local law enforcement and charge the individual with trespassing and/or disturbing the peace and/or any other appropriate statute.

If the Library staff determines that the unacceptable behavior is physically endangering or abusive to other staff or patrons, staff will call local law enforcement immediately without giving notice to the patron. Under no circumstances is a staff member to lay hands upon the subject except to restrain them/prevent them from injuring other staff or patrons.