

# Cumberland County Library System

## Customer Behavior Policy

(Creation & revision: 4/18/2005; 9/15/2014; 6/20/2016; 2/26/2018; 4/16/2018)

The purpose of the Cumberland County Library System's Customer Behavior Policy is to protect the rights and safety of library customers and staff, and to preserve and protect the Library System's materials, facilities and property. The Library System strives to provide a quiet, safe and supportive environment for all customers and staff engaged in library activities. The Library System is a limited public forum where the public is invited to read, study, and use materials, programs and services.

These guidelines shall apply to all buildings, interior and exterior, and all grounds and to all persons entering in or on the premises. Any customer not abiding by these guidelines may be required to leave the library premises and/or have their library privileges denied. Library employees may contact local police if deemed advisable. Any customer whose privileges have been denied may appeal in writing to the Library Board of Trustees where the privileges were denied within 30 days of service denial.

### **CUSTOMERS SHALL:**

1. Engage in activities appropriate with the use of a public library and respect the rights of other customers and staff.

### **CUSTOMERS SHALL NOT:**

1. Engage in illegal activity while on the library premises.
2. Engage in sexual activity including solicitation, harassment and indecent exposure.
3. Be visibly impaired, possess or use unauthorized illegal substances or consume alcoholic beverages that are not approved by the library board.
4. Use weapons or devices which may cause harm to an individual, animal and/or property. (For more information, please see the library's Weapons Policy for prohibitions against bringing weapons on to library property.)
5. Use library computers or Internet access for illegal activities, or to access material that is obscene, contains or makes reference to explicit sexual materials as defined by Pennsylvania law (18 PA. C.S. 5903), contains child pornography, or is harmful to minors. In addition, customers shall not access sites that are inappropriate for viewing within a public setting.
6. Steal, deface, mar, damage or break library materials, equipment or property.
7. Leave individuals needing care or supervision (including children age 11 or under), unattended or unsupervised by a responsible caregiver.
8. Enter the building without being fully clothed, including a shirt and shoes.
9. Have poor personal hygiene that is considered a nuisance to others.
10. Interfere with the use of the library by others, or interfere with library employees' duties.
11. Abuse, intimidate, harass or assault customers or staff, including threatening or offensive language or behavior.

12. Obstruct aisles, walkways, or doors; or monopolize library space, seating, tables or equipment to the exclusion of other customers or staff.
13. Leave personal property unattended.
14. Use public areas inappropriately, including bathing, shaving, hair or clothes washing.
15. Canvas, sell, solicit or distribute materials except during library-scheduled events when written permission to do so has been obtained from the library director.
16. Bring pets or animals into the library unless it is a service animal or service animal in training (as defined by the Americans with Disabilities Act and the Pennsylvania Human Relations Act regulations).
17. Smoke, vape or use tobacco products in the library or in non-designated smoking areas outside the library building
18. Disobey reasonable directions of a library staff member

### **Policy Notice**

This policy is subject to change at any time without notice. Updates to the policy may be obtained from the Library System