

## **IMAGINEIF LIBRARIES POLICY 2010: CUSTOMER CONDUCT**

To better serve all library customers, the Library Board of Trustees has established standards of acceptable behavior to ensure a positive, welcoming, clean, and safe environment conducive to library use. Behavior becomes unacceptable when it impinges on the rights of others.

Unacceptable behavior includes, but is not limited to:

- Disturbing library users or staff members with:
  - Harassing or threatening behavior,
  - Obscene or abusive acts, language, or gestures,
  - Unreasonable noise, including loud talking on cell phones,
  - Behavior inappropriate to a business setting, such as running, fighting, or throwing objects,
- Disrupting the normal functioning of the Library
- Inappropriate use of the Library premises or equipment, including vandalism
- Soliciting of any kind
- Being intoxicated or incapacitated by drugs or alcohol, or using nicotine products, alcohol, or illegal drugs on Library premises.
- Interfering with others' use of the Library
- Bringing animals inside ImagineIF buildings, with the exception of service animals (as defined by the Americans with Disabilities Act) or animals used as part of Library programs
- Bringing a knife, unconcealed weapon or unpermitted concealed weapon or any other weapon into the library, 45-8-351 MCA and 45-8-352 MCA
- Engaging in any activity in violation of ImagineIF policy, or any federal, state, local, or other applicable law
- Sleeping in or on Library premises
- Personal belongings not contained to the library user's personal space
- Personal belongings left unattended on Library property

Customers will be asked to adapt their behavior to comply with library policy. If a customer fails to do so, appropriate action will be taken, up to and including permanent expulsion from ImagineIF facilities. Illegal activity will be referred to appropriate law enforcement agencies.

Adopted: 08/27/87

Revised: 10/27/94, 03/28/96, 10/03/96, 04/23/98, 03/25/99, 10/28/04, 04/09/08,  
01/26/12, 12/05/12, 3/25/15, 7/21/22

---

Heidi Roedel, Chair  
Library Board of Trustees