

IMAGINEIF LIBRARIES POLICY 2010: CUSTOMER CONDUCT

To help staff better serve all library customers, the Library Board of Trustees provides standards of acceptable behavior to ensure a positive, welcoming, clean, and safe environment conducive to library use. Behavior becomes unacceptable when it infringes 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 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 the 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 that are part of Library programs
- Bringing a knife, gun, or any other weapon into the Library
- Engaging in any activity in violation of ImagineIF policy, or any federal, state, local, or other applicable law

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, which may include permanent expulsion from ImagineIF facilities. Illegal activity will be reported 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,
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Michael Morton, Chair
Library Board of Trustees