

CUSTOMER RIGHTS AND RESPONSIBILITIES

Customer Code of Conduct

The Eureka Public Library enforces a code of conduct in order to provide a safe and pleasant environment for its customers. This code is applicable to all Eureka Public Library property.

Serious Offenses

No persons shall engage in any conduct that violates federal/state statutes or local ordinances or that creates a safety threat to other people, including but not restricted to the following:

- Threatening, physically harming, or interfering with Library staff or customers
- Stealing Library materials
- Damaging, defacing or destroying Library property, or disrupting Library services
- Unauthorized carrying of a weapon, explosive, or dangerous biological or chemical agent into the Library
- Illegal use of controlled substances and possession of controlled substances, paraphernalia or simulated controlled substances on Library property
- Consumption of alcoholic beverages on Library property
- Express gross behavior in public.
- Engaging in disruptive or disorderly behavior
- Trespassing, refusing to leave the Library when ordered to do so by Library staff
- Leaving a child age seven or under unattended in the Library without the supervision of an adult (not Library staff)
- Smoking or tobacco use in the Library building

When a customer is observed engaging in illegal conduct, the police will be contacted. In addition to any court-imposed penalty, the customer will be permanently banned.

Date

6/16/1992; 12/17/2001; 4/22/2011.

Unacceptable Behavior

The following behavior is not allowed in the Library building as it disrupts the smooth and proper functioning of the Library:

- Talking loudly enough to disturb others
- Prolonged or chronic sleeping
- Remaining in the Library proper or restrooms after regular closing time
- Playing audio equipment so that others can hear it
- Eating and drinking in the Library other than in designated areas

- Bringing animals or vehicles into the Library, except as required by persons with special needs or for a Library-sponsored program approved by the Library Director
- Bringing bicycles into the Library
- Interfering with others' use of the Library through poor personal hygiene.
- Campaigning, petitioning, interviewing, canvassing, or surveying Library customers or staff
- Failing to wear a shirt or shoes
- Using skateboards, roller blades, or wheelies inside the Library building
- Interfering with, obstructing or blocking free passage on Library premises
- Failing to keep personal belongings to oneself (The Library is not responsible for lost or stolen property.)
- Using offensive, threatening, harassing or abusive language or gestures
- Soliciting or panhandling in the Library or on Library property
- Any behavior or activity which disrupts the use of the Library

Customers observed behaving in ways identified as unacceptable in this code of conduct will be instructed to cease the behavior or to leave the Library. Failure to observe these rules by refusing to change conduct when asked will result in the loss of Library privileges, including the right to visit Library facilities and grounds. Banning will vary from a single day, a week, or for a month. Permanent banning for unacceptable behavior must be authorized by the Library Director or his/her designee and will be used when repeated attempts to correct unacceptable behavior have failed or serious offenses have occurred. Law enforcement will be called if the offender fails to respond to the Library employee's request.

Date

6/16/1992; 12/17/2001; 4/22/2011.

Unattended Children

Every child's visit to the Library will be an enjoyable and safe experience. For the safety of the child, parents/legal guardians and caretakers should realize that Library personnel are unable to monitor the movements of small children. Children under seven years of age may not be left unattended in the Library. Older siblings under 12 years of age are not acceptable substitutes for legal guardians or caretakers. If an unattended child under seven of age cannot locate his or her parents, legal guardian, or caretaker in the building within 15 minutes of the staff becoming aware of the problem or if the Library is closing, law enforcement will be called.

Date

6/16/1992; 12/17/2001; 4/22/2011; 9/22/2016.

Reinstatement of Library Privileges

Customers who have been permanently banned from the Library may request a re-evaluation of the banning and reinstatement of their library privileges.

Requests must be submitted in writing to the Library Director and should include a statement demonstrating an understanding of why the behavior that resulted in the loss of privileges.

Factors to be considered during the re-evaluation include the details of the incident that led to the banning; the length of time since the banning; the status of the customer's Library account; completion of any requirements imposed by the Court.

The Library Director will make decisions about reinstatement of privileges in all cases except those based upon threats of physical harm to another person or possession of a weapon on Library premises. Decisions of the Library Director may be appealed to the Library Board.

Decisions to reinstate privilege of customers banned due to possession of a weapon on Library premises or because of threats or physical harm to another person will be made by the Library Board of Directors.

Date

4/22/2011.

Lost and Found

Items or money found on Library premises will be treated with the assumption that the original owner will return to claim the lost item or money. Efforts will be made at the time any item or money is found to identify the owner. If the item is not claimed by anyone, it will be donated to any appropriate charity or discarded. If money is not claimed by anyone, it will be placed in the Library's wishing jar.

Date

4/22/2011.