

 <p>GARLAND LIBRARY</p> <p>Library Policy</p>	<p>Issue Date: 10-1-2021</p>	<p>Revision Date:</p>
<p>Title: Conduct and Behavior</p>	<p>Approved by: Director of Libraries</p>	<p>Pages: 1-7</p>

MISSION

The Library builds community by personally assisting customers in discovering information, services, and programs that enrich their quality of life. The Library provides access to technology that contributes to economic growth by supporting early literacy, workforce development, small businesses, and community development.

PHILOSOPHY OF SERVICE

The Library is intended for reading, studying, writing and listening to written or electronically transmitted materials, research, and attending Library programs. While everyone has an equal right to access library facilities, no person has the right to interfere with the ability of others to use and enjoy library resources, services, and facilities.

The Library will work with the patron in an attempt to resolve the issues. When disruptive behavior continues unabated, despite repeated attempts by the Library employees to solicit cooperation from the patron, library services may be limited, or the patron account may be inactivated, until a resolution is reached. In cases where the disruption continues, the Library Director, employee in charge of the facility, or designee may ask the patron to leave.

In addition to Federal, State, and Local laws and regulations, Library Board policies and the procedures approved by the Library Director govern behavior and conduct while at the libraries. These policies include designating spaces or specific resources for use by particular age groups or for particular uses.ⁱ

I. TREATMENT OF PATRONS AND STAFF

- A. Library patrons and library staff shall be treated with respect and courtesy. Patrons must not interfere with library staff's performance of their duties.

- B. Making specific threats of physical harm or engaging in fighting, physical abuse, assault, public lewdness, indecent exposure, and other forms of disorderly conduct are prohibited.

- C. Patrons may not block passageways, halls, or access to restrooms or exits.

II. DESIGNATED USE OF INTERIOR LIBRARY SPACE, FURNISHINGS, AND EQUIPMENT

- A. Library interior spaces, furnishings, and equipment are to be used for reading, studying, writing, and listening to written or electronically transmitted materials; and for attending Library programs and approved meetings.
- B. The Library Director determines the use of Library space and arrangement of library furniture and equipment to facilitate the effective use of library resources.
- C. Placement or setup of tables, signs, displays, equipment, or other structures in the Library, except as required for Library operations, is prohibited.

III. DESIGNATED USE OF EXTERIOR LIBRARY SPACE, GROUNDS AND ADJACENT PARKING AREAS

- A. Library walkways, porticos, patios and porches are intended to be used to gain entrance to the Library building and should not be blocked.
- B. Placing or leaving personal items, tables, signs, displays, equipment or other structure on Library property, including Library grounds, is prohibited, with the exception of City-sponsored events.
- C. Adjacent Library parking is intended for single space parking only, with the exception of school, daycare or senior housing buses transporting patrons to the Library, or to the Heritage Museum or Women's Building; or, vehicle supporting a City sponsored event.
- D. With the exception of City sponsored events, using the adjacent Library parking for purposes other than parking is prohibited; this includes conducting a business, sales of merchandise, repairing vehicles or hauling in trash to place in the property dumpster.

IV. MOVING FURNITURE AND EQUIPMENT

- A. Patrons may not alter the configuration or settings of electronic equipment. Cords and cables stretched across walkways are prohibited.

V. DAMAGE TO OR THEFT OF LIBRARY (CITY) PROPERTY

- A. All materials, equipment, and furnishing in the Library are considered City property. Patrons are expected to take proper care of Library materials and the Library Property. It is illegal to damage or steal City property. Damaging includes, but is not limited to: cutting or ripping pages of books; marking or writing in books or on Library materials or property; or otherwise intentionally or recklessly using City property in a destructive, abusive, or damaging manner.
- B. If a patron attempts to exit the Library with library materials that have not been checked out, or if a patron attempts to circumvent the library materials security

system, the patron will be asked to return to the checkout desk and recheck the items.

VI. ACCESS TO RESTRICTED/STAFF AREAS

- A. The public is not permitted to enter non-public areas of the Library including offices, workrooms, storage areas, unless escorted by a Library employee; the public is not permitted behind employee service desks.

VII. DRESS

- A. Library users must wear shoes and clothing while at the Library. Clothing must completely and opaquely cover the person's genitals, which is defined for the purpose of these rules as body parts included in the definition of nudity or the state of nudity, in section § 26.91 "Definitions" of the City of Garland's City Ordinances.

VIII. PERSONAL ITEMS

- A. The Library is for the use and enjoyment of all patrons. Personal belongings must not take up space, furniture, or equipment that prevents its use by another patron, or impede access to doors, services or library materials.
- B. Bringing a large item that takes up excessive space into the Library is prohibited. Excessive space is defined as a maximum of three (3) items, which, whether held or placed on the floor together, exceed 18 inches in length by 18 inches in width by 24 inches in height. Items or groups of items exceeding those dimensions must not be brought onto Library property.
- C. Camping gear, large carts, bicycles, and other items or equipment intended for outdoor use are prohibited in the Library.
- D. Due to problems with pest control, bedding, bed rolls, and sleeping bags are not allowed in the Library.
- E. Sports equipment meeting the excessive-space requirement and that is wheeled or that rolls, must be held and not placed on floors, furniture, equipment, or other surfaces. Examples include balls and skateboards.
- F. Patrons actively utilizing walkers, wheelchairs, and other ADA mobility devices, along with young children in strollers are exempt from the excessive-space requirement and are permitted in the Library. A wheeled mobility device must be kept in the immediate vicinity of the user.
- G. Patrons must keep personal belongings with them at all times. The Library is not responsible for unattended personal belongings. Items left unattended more than 20 minutes will be removed. Refer to the Library's Lost and Found Policy.

IX. BODY ODOR OR STRONG FRAGRANCES

- A. Patrons are expected to respect the rights of other patrons to use and enjoy the Library. Strong smells infringe on the ability of other patrons to use and enjoy the Library. Any person creating or emitting an odor, including but not limited to body odor or fragrances that can be detected from ten (10) feet, will be asked to leave the Library until the situation can be corrected.

X. FOOD, SNACKS AND BEVERAGES

- A. Eating food or snacks is prohibited at the Library except in designated areas.
- B. Any stored food or snacks must be kept in sealed, airtight containers and must be put away and kept out-of-sight.
- C. Drinks must be contained in spill-resistant container.
- D. Children five and under are excepted from this prohibition when being supervised by an adult.

XI. ALCOHOL AND ILLEGAL DRUGS

- A. Possessing, selling, distributing, or consuming any alcoholic beverage, illegal drug, or drug paraphernalia while on Library premises is prohibited.

XII. TOBACCO PRODUCTS/VAPING

- A. The use of tobacco products, including e-cigarettes, is prohibited inside the Library or within 25 feet from any library patio, porch, or overhang area without exception.

XIII. BEHAVIOR THAT DISTURBS PATRONS/STAFF

- A. The Library seeks to maintain a quiet atmosphere for studying and reading, as well as to provide a degree of privacy for individual users. Patrons are expected to respect the rights of other patrons to use and enjoy the Library, and loud sounds and repeated noise infringe on those rights and constitutes a public nuisance.
 1. Conversing, laughing, shouting, or otherwise talking in a loud or boisterous manner is prohibited. Horseplay, fighting or running are also disruptive behaviors that infringe on other patrons' rights.
 2. The Library Director designates the general sound volume levels appropriate for specific areas of the Library. Where quiet areas are available, noise level and use guidelines are posted.
 3. In open floor areas sounds or noises should not rise above the ambient noise level. These areas include vending areas, entrances, restrooms, lobbies, copier and fax areas, open floor computer areas, reader tables and group

seating areas, and group study rooms. Conversations, while allowed, must be very quiet and should not rise above the ambient noise level.

4. Cell phone users must silence their ringtones and alerts; phone conversations should be conducted away from quiet study areas, with voice kept lower than the ambient noise in the immediate area.
5. Electronic devices producing music or other sounds must be operated with headphones or in another manner so that it is not heard by others. Sound generating or amplification devices are not permitted in the Library or in exterior areas adjacent to the building.
6. Making sustained or repeated loud noises that disrupt normal reading and studying activities of users in the Library is prohibited under adjacent overhangs, or on porticos, porches and patios.

B. Staring, stalking, and following others while in the Library is prohibited.

XIV. SOLICITATION/PANHANDLING

- A. Distributing literature, gathering signatures, soliciting contributions, or conducting surveys inside the Library is not allowed.
- B. No Library authorization is required to distribute literature, gather signatures, solicit contributions, or conduct surveys on the public sidewalks adjacent to Library property, but tables are not permitted on sidewalks and walkways.

XV. SETTING UP TABLES, EQUIPMENT, OR SUPPLIES

- A. Setting up tables, equipment and supplies is prohibited inside the Library building, and outside under adjacent overhangs, porticos, porches and patios, and 25 feet from any overhangs, porticos, porches, and patio areas unless a specific area has been designated by the Library. Library programs and Friends of the Library activities, or City sponsored activities are excepted from this policy.
- B. The Library will adhere to current voting practices, guidelines, and laws as set by Dallas County Elections.

XVI. SLEEPING/LOUNGING IN THE LIBRARY

- A. Lying down or sleeping on the floor, couches, tables, or seats in the Library is not allowed.

XVII. RESTROOM USE

- A. Patrons are not permitted to use Library restrooms for loitering, sleeping, changing clothes, bathing (except for washing hands or face), shampooing, shaving, washing clothes or utensils, or preparing meals or food.
- B. Library materials must be checked out before being brought into Library restrooms.

XVIII. SERVICE ANIMALS

- A. Animals are prohibited in the Library with the exception of Service Animals as defined by the American Disabilities Act.

XIX. DESIGNATED USE AREAS

- A. The Library Director designates intended use spaces for specific activities or different age groups. Library public floor areas include materials collections, magazine and newspaper reading areas, children's and adult reading areas, public computer areas, Library program rooms, and staff only areas. Some libraries also provide teen areas, group study rooms, quiet areas or quiet rooms, technology labs and vending areas.
- B. Attendance at Library programs or public spaces constitutes consent to be photographed and video recorded for use in print and/or electronic publicity for the Library, such as presentations, displays, newsletters, articles, library websites and other media.

XX. UNATTENDED CHILDREN (SEE ALSO: UNATTENDED CHILDREN POLICY)

- A. Parents or caregivers are responsible for the behavior and noise of their children and may be asked to take disruptive children out of the Library. Refer to the Library's Unattended Children Policy.
- B. The Library is not equipped for and does not provide long- or short-term childcare. The Library assumes neither responsibility nor liability for the actions, care, supervision, or safety of minors.

XXI. LEAVING THE BUILDING AT CLOSE OF BUSINESS

- A. The Library facility must be vacated at the designated closing time and the building secured by Library staff.
- B. Multiple announcements will be made stating all patron business should be concluded and giving the specific time by which patrons must exit the Library. Examples of patron business transactions include use of copiers and fax machine, public computers, materials selection and checkout, new card registration, fine payments, program room use, problem resolution and reference assistance.

- C. Immediately prior to closing, Library staff will determine whether to continue the transactions or whether the transactions must wait until the next day. To accommodate patrons who have not concluded their business in time, the Library will hold materials for them at the checkout desk for 24 hours.

ⁱ In describing designated exterior spaces, the following general definitions were utilized:

Premises or Property -- Land or land with all structures attached

Building -- Any relatively permanent enclosed structure on a plot of land

Grounds -- Land surrounding a building

Portico -- Porch or walkway with a roof, supported by column at regular intervals, typically attached as a porch to a building

Patio -- An area, usually paved, adjoining a building

Porch -- A covered shelter projecting in front of an entrance of a building

Walkway -- A passage or path for walking, especially one that is roofed, paved, or elevated above its surrounding

Sidewalk -- Usually, a paved walk for pedestrians at the side of a street