

Nampa Public Library

CUSTOMER BEHAVIOR POLICY

Rewritten and approved by the Board of Trustees November 8th, 2010

Updated November 3, 2004

Approved by the Board of Trustees July 13, 1998

To ensure that all Nampa Public Library customers are able to use the library and services in a safe and peaceful setting without unreasonable interference in their use of the library, the Board of Trustees has established this policy.

All Nampa City, State, and United States laws apply within the library and on library grounds. The violation of these laws will be reported to the proper authorities.

Behavior Expectations

Library users are expected to conduct themselves in a manner that shows respect for staff and others using the library. Disruptive conduct which prevents others from enjoying the library or which endangers people or property is not allowed.

The following behavior is not allowed (the list is not exhaustive; other types of behavior may be deemed inappropriate at staff discretion):

- Service animals are allowed in the Library. Staff may ask what the purpose of the service animal is, and what tasks it may perform. All other animals are prohibited in the library.
- Disobeying the directive of library staff.
- Engaging in behavior which is unreasonably disruptive or potentially harmful to other patrons or staff
 - Verbally intimidating or threatening staff or other patrons
 - Inappropriate gestures or touching.
- No oversized parcels or luggage that unreasonably interfere with free passage of persons or equipment
 - Standards: e.g. must fit under chair or individual space.
- Engaging in loud or boisterous behavior or talking.
 - Cell phones or audible devices without headphones or with headphone sets at a volume that disturbs others
- Eating and Drinking. Eating is not permitted except in designated rooms at designated times. Drinks in covered containers are allowed.
- Customers may not monopolize library staff time or resources.
- Wheeled Devices may not be used within the library including skateboards and wheelies
- Improper Attire. Shoes and shirts must be worn in library.
- Poor Hygiene. A person may be asked to leave the library if his/her personal hygiene interferes with the orderly operation of the library or the ability of Customers and staff to conduct the normal operation of the library.

Any Customer violating the above rules may be asked by Library staff to leave the library property and be denied access to the library for a period of time. Library staff may ask customers

to leave for up to two weeks, the Director may ask a customer to leave for up to 3 months, depending upon the nature of the violation. Repeated violations or violations of an egregious nature may result in termination of library privileges.

APPEAL

Customers who have their privileges to use the Library revoked may appeal in writing to the Library Director to have his or her privilege to enter the Library restored. The appeal must be submitted to the Library Director within fifteen days from the date of revocation or, for revocation periods consisting of less than fifteen days, anytime prior to the expiration of the revocation period.

Any appeal submitted after the aforementioned fifteen day time period will not be considered. The Director or designee shall review a timely written appeal and provide the Customer with a written decision within ten business days of receipt of the appeal. The Customer may appeal the Director's decision to the Library Board in writing within twenty days of the date of said decision. The members of the Library Board shall review the appeal and the Director's written decision along with any other relevant documentation and will deliberate on the matter. The written decision of the Library Board shall be provided to the Customer and the Director within 45 days of the appeal having been made to the Board. The revocation of privilege to use the Library will remain in effect throughout this appeal process.

CHILDREN

Children are welcome in our library. Library staff cannot be responsible for supervising unattended children. Library staff is concerned about their safety and welfare. Staff recognizes parents' or guardians' responsibility for the behavior and well being of their children. The Library respects the privacy of all library customers and will intervene only when a child is at risk. Please see our Unattended Child Policy.

ENTRANCE/EXIT

All entrances, stairwells and exits must remain clear for safe traffic flow.

TELEPHONE

Customers have use of the courtesy phone which has a time limit. Customers may not monopolize the courtesy phone. Staff will ask customers to discontinue their calls if they are disruptive to other customers or exceed the time limit.

LOCATING CUSTOMERS

Attempts to locate individuals within the library are done at the discretion of the staff. The paging system may be used to locate an individual if it is determined necessary.