

**Reading Public Library**  
**Customer Behavior Policy**  
Revised and Approved 11/20/2023

The Reading Public Library intends to provide a quiet, safe and supportive environment for all users and staff engaged in library activities. The Library is a limited public forum where all members of the public are encouraged to read, study, and use Library materials, programs, or services. Customers may not engage in any act which disrupts or prevents the normal or intended use of the Library by any other customers or staff, and may lose Library privilege if they do so. Library staff or security may ask visitors to show their Library card or other ID at any time.

The following specific activities and behaviors seriously interfere with the provision of Library service, are prohibited on library property, are grounds for immediate expulsion from Library facilities, and may result in loss of all Library privileges for a period of time as determined by the Director.

- 1) Cutting, tearing, defacing, breaking, or damaging in any way Library materials or property
- 2) Committing any criminal activities
- 3) Using, giving away, or selling controlled substances or intoxicating liquors, or being under the influence of alcohol or controlled substances
- 4) Using abusive, threatening, harassing, offensive, or profane language. Physically abusing, threatening or assaulting customers or staff
- 5) Engaging in lewd or lascivious behavior, including solicitation, sexual harassment, indecent exposure and voyeurism
- 6) Smoking, chewing, vaping, or other tobacco use (such as rolling cigarettes)
- 7) Bringing any weapon into the Library except in the case of authorized security and law enforcement personnel
- 8) Using Library computers in a manner prohibited by the RPL's "Internet Acceptable Use Agreement"
- 9) Setting off the security gate alarm and then refusing to cooperate with staff to determine the cause of the alarm. Cooperation may involve emptying pockets, bags, purses, and similar items. Library security and staff may inspect any of your property
- 10) Ignoring or not complying with government mandated health and safety regulations

Library customers engaged in the following activities will be asked to cease the behavior and may be told to leave the Library for the rest of the day. Any subsequent violations may result in the loss of Library privileges for a period of time as determined by the Director.

- 11) Leaving a child age 8 and under unattended by an adult (in such as case, the library will contact the authorities)
- 12) Eating, drinking, or displaying open food or liquid containers, except in a specially designated area of the Library or for special programs
- 13) Sleeping
- 14) Inappropriately or excessively using the restroom including bathing, shaving, or clothes washing. ID may be required before using the restroom
- 15) Monopolizing Library space, seating, tables, or equipment to the exclusion of other customers and staff
- 16) Obstructing aisles, walkways, or doorways with self or personal effects
- 17) Failing to keep personal belongings to oneself. The Library is not responsible for lost or stolen property and the Library shall not be used for storage of personal belongings
- 18) Exhibiting poor personal hygiene, including offensive and pervasive odors which are a nuisance to others

- 19) Personal grooming including spraying cologne/perfume
- 20) Making unreasonable noise including loud talking, not silencing cell phones, playing of audio equipment which disturbs others, and boisterous activity
- 21) Soliciting, begging, or selling of any items
- 22) Distributing, posting, or placing on Library property any printed materials except through authorized Library procedures. Individuals placing on Library property any hatred-inciting materials will be reported to the appropriate authorities
- 23) Entering without proper attire including shirt and shoes
- 24) Entering with animals, except certified assistance animals or those pre-approved for Library programs
- 25) Entering with visible pest infestation on their person or belongings (Such patrons may be asked to leave the library, and may be prohibited from checking out material and/or returning to the library until they can show proof of residential pest treatment)
- 26) Not cleaning up after oneself, leaving behind trash and debris

Please refer to the Reading Public Library Internet Policy for computer and Wi-Fi use. Library staff can offer basic instruction as time permits on how to use a library computer and/or navigate the Internet. However, the time available for instruction may be limited and patrons must be willing to explore and search the Internet on their own. Patrons should report computer problems or offensive behaviors to Library staff. Staff may not be able to give assistance to patrons configuring their personal equipment including laptops, tablets, gaming, and other devices to connect to the library's wireless Internet. The Library staff closes down the computer workstations ten (10) minutes before the Library closes.

When you enter a Reading Public Library branch, event, or program, you enter an area where photography, audio, or video recording may occur. Reading Public Library is not responsible for the privacy of your image, voice, or recording and the posting of the same to media channels

These rules shall be applied in a neutral and non-discriminatory manner to protect the property, customers, and staff of the Reading Public Library and to maintain the availability of Library resources for all customers.

Any customer whose privileges have been revoked may appeal the decision to the Board of Trustees via written request to the Library Director within fourteen (14) days of the denial of library service.

#### Policy History:

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