

Reading Public Library Patron Behavior Policy

Revised and Approved 12/16/2024 (replaces Customer Behavior and Restroom Policies)

The Reading Public Library (RPL) intends to provide a quiet, safe and supportive environment for all users and staff engaged in library activities. RPL is a limited public forum where all members of the public are encouraged to read, study, and use RPL materials, programs, or services. Patrons may not engage in any act, which disrupts or prevents the normal or intended use of RPL by any other patrons or staff, and may lose library privilege if they do so. RPL staff 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 RPL service and are prohibited on RPL property. Patrons engaged in any disruptive or offensive activity, including but not limited to these, will be asked to cease the behavior and/or may be told to leave RPL property for the rest of the day. Any violation may result in the loss of privileges for an extended period as determined by management.

- 1) Cutting, tearing, defacing, breaking, or damaging RPL materials or property
- 2) Committing any criminal activities
- 3) Using, giving away, or selling controlled substances or alcohol, or being under the influence of alcohol or controlled substances
- 4) Using abusive, threatening, harassing, offensive, or profane language
- 5) Physically abusing, threatening or assaulting patrons or staff
- 6) Engaging in lewd or lascivious behavior, including solicitation, sexual harassment, indecent exposure and voyeurism
- 7) Smoking, chewing, vaping, or other tobacco use (such as rolling cigarettes)
- 8) Bringing any weapon into RPL except in the case of authorized security and law enforcement personnel
- 9) Using RPL computers in a manner prohibited by RPL's "Internet Acceptable Use Agreement"
- 10) Setting off the security gate alarm and then refusing to cooperate with staff to determine the cause of the alarm (may involve emptying pockets, bags, purses, and similar items and/or RPL staff inspecting patron property)
- 11) Ignoring or not complying with government mandated health and safety regulations
- 12) Leaving a child age eight (8) and under unattended by an adult (in such as case, staff will contact the authorities)
- 13) Eating, drinking, or displaying open food or liquid containers, except in a specially designated area or for special programs
- 14) Sleeping
- 15) Inappropriately or excessively using the restroom. Monopolizing space, seating, tables, or equipment to the exclusion of other patrons and staff
- 16) Obstructing aisles, walkways, or doorways with self or personal effects
- 17) Failing to keep personal belongings to oneself (RPL is not responsible for lost or stolen property and RPL 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 RPL property any printed materials except through authorized RPL procedures (individuals placing on RPL 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 RPL programs
- 25) Entering with visible pest infestation on their person or belongings (Such patrons may be asked to leave the property, and may be prohibited from checking out material and/or returning to the RPL until they can show proof of residential pest treatment)
- 26) Not cleaning up after oneself, leaving behind trash and debris
- 27) Any other disruptive or offensive behavior as determined by staff

Please refer to RPL's Internet Policy for computer and Wi-Fi use. RPL staff can offer basic instruction as time permits on how to use a 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 RPL 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 RPL's wireless internet. RPL staff closes down the computer workstations ten (10) minutes before RPL closes.

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

Restroom Use

Restrooms are available for RPL patrons. ID may be required before using the restroom. Patrons may not use the restrooms to bath, shave, or wash clothing.

At Main (100 S. 5th Street) only children, teens, and their caregivers may use the restroom in the children's library.

No staff member, volunteer, or representative of RPL will enter or occupy a restroom with a patron at any time or under any circumstance. Adult caregivers must assist any young children who need restroom help. No staff member, volunteer, or representative will assist a child in the restroom. In the event of a medical emergency in a restroom, two or more staff members together will provide assistance. Representatives of agencies cooperating with RPL will adhere to this policy when working at RPL locations.

These rules shall be applied in a neutral and non-discriminatory manner to protect the property, patrons, and RPL staff and to maintain the availability of RPL resources for all patrons. Any patron whose privileges have been revoked may appeal the decision to the Board of Trustees via written request to the Director within fourteen (14) days of the denial of service.

Policy History:

Revised and Approved 12/15/08
 Reviewed and Accepted 12/21/09
 Revised and Approved 12/20/10
 Revised and Approved 12/19/11
 Revised and Approved 12/17/12
 Revised and Approved 2/18/2013

Reviewed and accepted 12/15/2014
 Reviewed and Accepted 12/18/2015
 Revised and Approved 12/19/2016
 Revised and Approved 11/20/2017
 Revised and Approved 12/17/2018
 Reviewed and Approved 12/16/2019

Reviewed and Approved 11/16/2020
Reviewed and Approved 11/15/2021
Reviewed and Approved 10/17/2022

Revised and Approved 11/20/2023

*Restroom Policy merged with this policy as of 12/16/2024