Patron Conduct Policy

Irondale Public Library Patron Behavior Policy

Irondale Public Library strives to provide a comfortable environment and enjoyable experience for all Library patrons. Patrons should alert a Staff member if a person or condition at the Library makes their visit unpleasant or if they have a concern for their safety while on the premises.

The Library Staff pledges the following to its patrons:

- Prompt, friendly, courteous, and respectful service at all times
- Equitable treatment regardless of age, sex, gender, gender identity or expression, ethnicity, national origin, ancestry, nationality, religion, sexual orientation, appearance, or disability
- Accurate, timely, and useful information
- Professional direction and guidance by trained and knowledgeable staff
- Confidentiality and privacy according to applicable law and in concert with other Library policies

When visiting the Library, we encourage you to:

- Ask any staff member for help
- Browse freely for as long as you like
- Read a book, magazine, or newspaper
- Enjoy quiet conversations and socialize with others

We ask that you remember to:

- Take your phone calls to the hall near the restroom/exit or outside unless you are receiving computer assistance or have approval from Library staff
- Use headphones/earbuds on computers and other devices
- Keep your workspace tidy and place your trash in receptacles
- Remain with your child at all times (See Child Safety Policy)
- Respect Staff time and availability
- Respect others' personal space and recognize their needs and uses
- Check out all materials before leaving library property
- Be aware of closing time

We ask that you refrain from:

- Having conversations that disrupt or unreasonably interfere with use of the Library by other patrons
- Leaving belongings unattended; the library is not responsible for lost or damaged property
- Re-shelving library materials
- Asking Staff to perform non-Library tasks
- Impeding others' use of the Library
- Entering staff-only areas

The following are examples, but not an exhaustive list, of prohibited patron behavior:

- Harassing, making any type of threats, using obscene, abusive, or racially charged language or gestures to any other patron or Staff member.
- Disrespectfully treating or addressing another patron or Staff member
- Leaving a child under 7 unattended
- Consuming alcohol or any illegal substances
- Smoking or smokeless tobacco and/or using any e-cigarettes, vaping or other smoking devices
- Damaging Library property or property of other patrons
- Bringing any animal into the Library other than a certified service animal
- Misusing restrooms; taking library materials into the restroom, taking part in lewd behavior, or loitering

Enforcement:

Staff will ask patrons to cease any behavior that violates this Policy.

A patron's failure to comply with reasonable requests from Staff to cease prohibited behavior may result in permanent revocation or temporary suspension of their Library privileges and denial of future access.

The Library Director (or authorized designee) may revoke or suspend a patron's Library privileges by providing written notice of that determination to the patron.

Any patron desiring to contest the revocation or suspension of their privileges shall submit a written appeal to the Library Director within ten (10) days from the date of the notice, and state the grounds for appeal therein; in that appeal, the patron may request the opportunity to appear in person before the Library's Board of Trustees to contest the Director's decision. The decision made by the Library's Board of Trustees shall be final.

Patrons failing to comply with local, state, and federal laws are subject to prosecution.

To ensure Library safety and security, all personal items are subject to inspection by Library staff should a violation of Library rules be reasonably suspected.

Anyone who could reasonably be seen as a threat to public health or safety by the Library staff will not be permitted in the Library.

Solicitation and canvassing of patrons and staff is not permitted on library property. Using the Library to sell or collect funds is prohibited.

These rules are subject to be changed by the Library Board without warning.

(Adopted by the Irondale Public Library Board, July 24,2024)