

## **Patron Behavior/Code of Conduct Policy**

*This policy is reviewed and revised as necessary; last date of approval is 2/5/26.*

Community Library of Castle Shannon strives to serve our patrons in the best way possible. To do this, certain guidelines of acceptable behavior have been adopted.

To guarantee the rights of all patrons, individuals with unacceptable behaviors will be asked to correct their behavior or leave the library facility. If any person refuses to correct their behavior or leave the library, Library staff will contact the Police.

Any incidents that are criminal, disruptive, or dangerous in nature will be recorded and tracked by Library staff through an incident report.

### *Examples of Unacceptable Behavior\**

- Unruly/abusive behavior
- Excessive noise
- Obscene language
- Eating that causes messes or disturbs the daily function of the library
- Drinking Alcohol
- Tobacco use (including vapes and e-cigarettes)
- Loitering
- Poor personal hygiene\*\*
- A pattern of sleeping
- Verbal, sexual, or physical harassment of library users or staff
- Leaving young children unattended
- Soliciting
- Vandalism of library facilities, materials, and equipment
- Theft of library materials
- Excessive public displays of affection
- Using sports equipment (skates, skateboards, rollerblades) on library property
- Bringing in animals that are not service animals, or those authorized by library staff

- Any other illegal activities not specifically defined here

\*This list contains examples of unacceptable behaviors and is not a complete list.

\*\* When visiting Library locations, customers are expected to maintain an acceptable standard of personal hygiene. Creating a hazardous or physically offensive condition—including unpleasant body odors that may offend other Library customers, and infested clothing or personal effects—is unacceptable. In this case, the customer will be asked to leave the Library until they address their personal hygiene issues. An effort should be made to refer the customer to community resources that have facilities that may assist with personal hygiene maintenance.

#### *Tobacco Use Policy*

In conjunction with the Borough of Castle Shannon, the Library and all municipal buildings and grounds are smoke-free. This includes vapes and e-cigarettes.

#### *Violating Library Policy*

If an individual is found to be violating any of the library policies mentioned, they risk forfeiting their right to use the library and its resources. The library director and acting supervisors are granted authority to temporarily or permanently rescind all use of the library to the person or persons violating library policies.