

# COURTEOUS CONDUCT POLICY



## **APPLICABILITY**

This policy applies to all persons on Library property. Any disruptive behavior as determined by Library staff or security personnel will be addressed in the most equitable and appropriate manner according to library policy. Parents, legal guardians, and/or designated caregivers are responsible for any actions including, but not limited to, monetary responsibility for property damage or loss caused by their children.

**PURPOSE:** Library staff are committed to providing a safe and welcoming environment for all Library customers. The user guidelines outlined below set expectations for all Library users to ensure the safety, cleanliness, comfort, and accessibility of all Durham County Library spaces for all community members.

## **DEFINITIONS:**

**Harassment:** Unwelcome conduct that is severe or pervasive enough to create an intimidating, hostile, or offensive environment, often based on a protected characteristic

**Threatening:** Having a hostile or deliberately frightening quality or manner

## **POLICY:**

### **Illegal Activities**

Library customers, whether on Library property or at Library events, may not engage in behaviors, actions, or activities that violate any federal, state, or local laws as well as community ordinances and regulations. Weapons of any kind are forbidden on Library property.

### **Personal Behavior and Conduct**

All Library customers and staff, while on Library premises, have the right to enjoy a library experience that is free from threat, harassment, and lewd or disruptive behavior. To ensure this, Library customers, while on Library premises, must not:

- Possess or consume alcohol;
- Smoke, including vaping and e-cigarettes;
- Wear attire inappropriate for public places;
- Be barefoot;
- Sleep, bathe, or groom;
- Solicit for funds or signatures;
- Panhandle, sell goods, or gamble;

- Make unreasonable and disruptive noise, including with electronic devices. Managers have the discretion to determine whether noise is unreasonable and disruptive to regular library use;
- Leave bags and other personal belongings unattended;
  - Any items left unattended are not the responsibility of the Library or Library staff.
- Block access to aisles, doorways, stairways, walkways, elevators, ramps, or computers;
- Use roller skates and skateboards inside the Library;
- Bring scooters, bicycles, shopping carts, or other similar objects into any Library location;
- Film or photograph other patrons in a manner that disrespects their privacy or disrupts their use of the library;
- Engage in behaviors that could reasonably compromise the safety of other Library patrons or staff, such as running, roughhousing, or throwing objects;
- Hit or otherwise physically harm another person; threaten or harass other Library patrons or staff.

### **Service Animals**

Durham County Library does not allow animals of any kind, except service animals and those used in Library sponsored programs. According to the Americans with Disabilities Act, service animals are defined primarily as dogs that are individually trained to do work or perform tasks for people with disabilities.

### **Food/Beverages**

Only beverages in covered containers may be consumed in Library locations. Food must be eaten outdoors or in designated areas, except as part of a Library sponsored program or pre-approved event in a meeting room.

### **Furniture**

Furniture may not be moved without permission from Library staff. Heads, legs, and feet must be kept off of tables and chairs.

### **Responsibility**

It is the responsibility of all public service staff and facility supervisors to understand this policy fully and to ensure fair and equitable application. It is the responsibility of the Deputy Director and the Assistant Director for Planning and Facilities, with the advice of the Board of Trustees, to interpret, monitor, and recommend updates to this policy. The Library Director is the final authority in regard to enforcing this policy.

**ENFORCEMENT:** Violators of this policy may be subject to exclusion from Library buildings and grounds and may lose library privileges. Violations of law will be referred to local law enforcement when necessary and criminal behavior may be prosecuted under the law.