

## **General Principles**

The Scott County Library Board and Staff value and promote a workplace that exemplifies respectful treatment of others. This means that we treat library customers and staff with respect, dignity, and courtesy; that we provide a warm and inviting atmosphere for all library customers; and that we encourage the use of library materials and services. Library customers have the right to expect friendly and competent library service provided in a calm, safe atmosphere, without disruptions from other customers. Library customers have the right to have access to materials and facilities that are readily available and in good condition. The staff have a right to provide library services without fear of abuse or threatening behavior from people using the library or library grounds. These general statements underlie the more specific provisions of the library's Rules of Behavior, and they basically require that library customers act in a manner that will not disturb others.

## **Rules of Behavior**

- 1) No library property may be misused, mutilated, damaged, or defaced, nor may any material be removed from the library without being checked out appropriately. (MN Statute 609.541)
- 2) All materials borrowed from the library must be returned in a timely manner and in good condition.
- 3) All persons must relinquish library materials or equipment when requested to do so by the library staff.
- 4) Customers are expected to respect the rights of everyone in the library. No one may cause a disturbance or disruption within the library that interrupts library service or interferes with the ordinary use of the library by others. Customers are expected to silence cell phone and pager ringers when in the library, to speak quietly when conversing on the phone or in person, and to keep conversations short.
- 5) Customers may not harass others, either verbally or physically. Harassment may include initiating unwanted conversation with other library customers or staff, displaying offensive materials to others, staring at or following another person with the intent to annoy, or behaving in a manner that can reasonably be expected to disturb others.
- 6) Library study areas are designated quiet zones.
- 7) Children under the age of eight, for their safety and well being, must be supervised by a responsible adult or teenager.
- 8) Only service animals are permitted in the library.
- 9) The use of all forms of tobacco is prohibited in the library.

10) Eating and drinking of non-alcoholic beverages is permitted in the library with the exception of areas near computers and other equipment. Alcohol or illegal drugs may not be brought into the library or upon library property, and no one under the influence of either may use the library.

These rules and guidelines are for the protection of all who use the library. The library staff may require a customer to leave the premises, call the police, or ultimately bar a customer from the library for non-compliance with these rules of behavior. Whenever an incident occurs that makes staff uncomfortable, the police (911) should be called. The police will assess the situation and decide if they need to assist.

### **Children**

Children are library customers too. Children are encouraged to contact library staff if they need help finding information, or if they would like help using the library. Children are also encouraged to contact library staff if other customers make them feel uncomfortable in any way, or if they need help in contacting their parent/guardian.

Children under the age of eight, for their safety and well being, must be supervised by a responsible adult or teenager. The parents or guardians of unsupervised children under the age of eight will be contacted, and reminded of library policy. If the parent/guardian is unable pick up the child immediately, staff will inform him/her that the child may stay but that the police will be called the next time such an incident occurs. A warning letter may be sent to the parent/guardian.

Parents/guardians are responsible for the behavior of their children. If a child is disruptive, he or she will be reminded by library staff to behave appropriately. If the disruptive behavior continues, the child may be asked to leave the library. If, in the judgment of the library staff it is advisable to do so, a parent/guardian will be notified and he/she will be asked to arrange to pick up the child immediately. A warning letter may be sent to the parent/guardian stating that disruptive behavior may result in the suspension of library privileges.