



# Farmville Public Library

## Behavior Policy

### Statement of Purpose

The Farmville Public Library strives to provide excellence in customer service. This excellence in customer service means that skilled and knowledgeable staff members are ready to assist individuals in identifying and locating materials or using the library's services. The library's goal is to meet customer expectations for excellent library service. All comments regarding how well those expectations are being met are welcome.

### Code of Conduct

Farmville Public Library strives to provide a safe and welcoming environment for all its patrons. Library users and staff have a right to an environment free from harassment, physical discomfort, and danger. The Library Board of Trustees has adopted this Code of Conduct as a part of the Library Behavior Policy. This policy is intended to provide clear and reasonable rules to guide behavior while in the library and on library premises.

To assure the successful implementation of this policy, the following behaviors are prohibited in the library and on its premises:

#### Minor Violations:

- Bathing, shaving or any other unintended use of the restrooms
- Bringing animals other than service animals into the library
- Consumption of food except in designated areas
- Distributing or posting printed material that has not been approved by the library
- Leaving unattended children, age 10 or under, or vulnerable adults who need supervision, not involved in a library program
- Moving tables, chairs, or other furniture
- Not wearing shoes or shirt, or wearing shirts or pants unbuttoned or unzipped
- Putting feet or legs on the furniture
- Selling or soliciting services, money, or items
- Taking library materials into the restrooms
- Unreasonable noise levels including shouting, loud talking, or uncontrolled or repeated ringing of cell phones
- Use of personal electronic equipment (cell phones, tablets, laptops, etc.) at a volume that disturbs others
- Using photographic, video, or other recording device without prior approval of the Library Director

#### Consequences of Minor Violations:

1. Verbal Warning
2. Leave for a Day
3. One (1) Week Suspension
4. One (1) Month Suspension

#### Major Violations:

- Repeated offense of minor violations
- Carrying weapons of any kind
- Engaging in disorderly conduct, fighting, or challenging to fight OR using offensive words or actions likely to provoke a fight
- Intentionally damaging or stealing any library property, or a patron or library employee's property
- Lack of personal hygiene that interferes with the use and enjoyment of the library by others or interferes with the work of the library staff
- Possessing or consuming alcohol or illegal use of drugs or being under the influence of the same
- Sexual conduct of any kind
- Using obscene language or actions
- Violations of the Library's Internet Policy
- Any illegal acts or conduct in violation of Federal, State or local laws, ordinances or regulations

#### Consequences of Major Violations:

1. Leave for a Day
2. One (1) Week Suspension
3. One (1) Month Suspension
4. Six (6) Month Suspension

Following a six (6) month suspension, a written request for reinstatement must be submitted to the Library Director.

Criminal offenses will be prosecuted under the law. The offender will be suspended for a minimum of six (6) months up to permanently, depending on the severity of the offense.

#### Enforcement

The Library Board of Trustees and the Town of Farmville authorizes library staff to suspend library privileges for those who fail to comply with the Library Code of Conduct.

Anyone unwilling to abide by the Library Code of Conduct is subject to the enforcement of the consequences outlined in this policy which may include temporary or permanent suspension of

future library privileges and the use of its facility. During a library suspension period, all library privileges are revoked, and the offenders is not allowed on the library premises.

For suspensions greater than one (1) week, the offender will be notified by mail of their violation and the length of suspension as well as the date of their return.

Anyone whose privileges have been suspended for one (1) month or longer may request in writing to have the decision reviewed by the Library Director. Further appeals may be taken, upon prior written request, to the Library Board of Trustees.