

Patron Code of Conduct

To help us provide a welcoming environment for all, please note the following when you are in the library:

1. Speak quietly to those around you. In addition, headphone use is permitted as long as the sound does not disturb others. Be conscious of the noise level of your conversations in order to respect others using the library. Refrain from using profanity.
2. Verbally or physically harassing or threatening other patrons, volunteers, or staff including stalking, staring, lurking, offensive touching, and obscene or inappropriate acts will not be tolerated.
3. Please place your phone on vibrate or silent so as not to disrupt other patrons. Cell phone conversations may be taken in the building lobby.
4. Personal property is your responsibility. Do not leave laptops, purses, or other valuables unattended.
5. Shirt and shoes are required and must be kept on at all times. Be respectful of the library furniture and keep feet placed on the ground. Patrons whose bodily hygiene is a nuisance to other patrons or staff may be asked to leave the library.
6. Patrons are welcome to have beverages in covered containers while in the library. All snacks should be consumed in the building lobby.
7. Smoking in the library is not allowed, including cigarettes, e-cigarettes, Juul, and other vaping tools.
8. Staff may inspect bags and other articles.
9. Service animals that support people with disabilities and animals used for library programs are welcome in the library.
10. Treat all library materials as if they were yours.
11. Children's furnishings and toys in the children's area are reserved for children's use only.
12. Children in the library – see *Children Using the Library* for our policy.
13. No solicitation, campaigning, or selling, or petitioning is allowed.

Enforcement of the Patron Code of Conduct:

1. In most cases of inappropriate behavior, a verbal warning will be given by a member of the library staff.
2. If the behavior continues, the patron may be asked to leave the library.
3. Patrons asked to leave the Library for disciplinary reasons are, at a minimum, barred for the remainder of the day and/or evening.

4. Library staff may immediately contact the Upper Merion Township Police if the patron is asked to leave and refuses to do so.
5. Any patron who is banned from the Library for a period in excess of one week will be notified of such in writing by the Director. The patron has the right to appeal by requesting a hearing before the Library Board of Directors, provided such hearing is requested by written notice.
6. Restriction of privileges shall be for progressively increasing periods of time, including permanent expulsion for repeat offenses.