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Newell Public Library Policies on RELATIONSHIPS, RIGHTS & RESPONSIBILITIES

Customer Service

The Newell Public Library is a public institution and open and accessible to all citizens of all ages. The duty of the library staff is service to the public. Each patron should be given friendly, courteous and prompt service. Each request should be regarded as important. Staff deals with all kinds of people all the time and should show proper manners and tact at all times. The staff should be alert and approachable, never too busy to help.

Public Relations

The duty of the library director and staff is to promote community awareness of library services to stimulate interest in Library usage.

The following may be used to enhance the Newell Public Library's public relations to the community:

1. Local media shall be utilized to keep the public aware of library services.
2. Newsletters, brochures, and other promotional materials shall be used to enhance public awareness.
3. The Library may sponsor programs to help fulfill the need for education, recreation or information.
4. When needed, the Library staff shall provide workshops or training to educate the public of Library services.
5. When requested, the Library director or staff will promote the Library by visiting and informing local groups and organizations of services.
6. The Library Director and staff have the responsibility to coordinate and encourage library public relations.

Conduct in the Library

Appropriate Behavior

The Newell Public Library has the responsibility to provide a safe and comfortable environment to all citizens when using the Library materials and facilities. We strive to do so with tolerance, fairness and respect. The Library encourages people of all ages to use the Library. Patrons are expected to observe

the rights of the patrons and staff and use the Library for its intended purposes. Inappropriate behavior will not be tolerated and those people will be warned or may be asked to leave the Library. The library asks patrons to observe the following standards of behavior:

RELATIONSHIPS, RIGHTS & RESPONSIBILITIES cont.

- No food or drink, unless part of a library program, or as allowed by the Library staff
- Use of alcohol, tobacco, or controlled substance is not permitted
- Cell phones must be turned on 'vibrate' and phone conversations must be kept quiet enough not to disturb others in the library or to disrupt library activities.
- Sound must be turned off while using personal computers within the Library
- Abusive, profane, or belligerent language will not be tolerated.
- Annoying, harassing, threatening, disorderly or loud behavior will not be tolerated.
- Running is not permitted in the library except for organized library events.
- Picture taking or videotaping of people, except at Library-sponsored events or with the consent of the Library Director or designee or by the patrons involved is not permitted.
- Dress code for those using the library includes: shirts and shoes required, no wet bathing suits, and no rollerblades while in the building.
- Defacing or damaging library materials, furniture, computers or other property is not allowed and may be punishable by law.
- Removing library materials or property from the building without checking them out or having approval of director or designee is prohibited, and is unlawful.
- Children age 8 and under must be accompanied at all times by a responsible individual while in the library; unless the child is attending a scheduled Library program. Responsibility for the safety and behavior of children while in the Library belongs to the parent or caregiver.
- Animals, other than service animals are not allowed in the Library unless part of an organized library event.
- Any behavior or use of the Library that interferes with the Library's stated purpose is not permitted.

Enforcement for Inappropriate Behavior

Enforcement of these guidelines may take the form of any of the following actions, depending upon the severity of the misconduct, which will be determined by the staff on duty at the time:

- In most cases, persons who are behaving inappropriately in the Library will be given one warning and asked to behave in an appropriate manner.
- People who do not modify their behavior after one warning will be asked to leave the Library for the rest of the day.

- In the event of misconduct that is considered extreme by the Library staff, the offender will be ordered to leave the building immediately or the police will be called.
- Persons who behave inappropriately on a regular basis or who engage in unlawful activities while on Library property may have all or part of their library privileges revoked, or risk being barred from the Library for a period of time, as well as face the possibility of legal charges.

RELATIONSHIPS, RIGHTS & RESPONSIBILITIES cont.

Library use by Unattended Children

The Newell Public Library has the responsibility to provide a safe and comfortable environment for every patron including children. Children are expected to adhere to the same rules of conduct as adult patrons.

Children under the age of 8 years must be accompanied at all times by a responsible individual unless the child is attending a scheduled Library program. Responsibility for the safety and behavior of children while in the Library belongs to the parent or caregiver. Older children may use the library unattended if they observe the rules and regulations stated in the Library Conduct policy. The library and librarians will not act as babysitters and will assume no responsibility for children left unattended on library premises.

The accompanying adult will be informed of problem behavior by a child if the adult fails to notice or volunteers correction. Disruptive children, as with patrons of all ages, may be asked to leave the Library after receiving a warning from the librarian.

Unattended children will not be taken from Library property by staff members. If the library is closing and children have not been picked up, a reasonable attempt will be made to locate the responsible party. If no responsible party is found, the police may be called.