

# CUSTOMER CODE OF CONDUCT

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The Green Free Library is committed to making the library enjoyable to all who visit and use our resources. Correspondingly, library users are responsible for informing themselves of library policies and procedures, and must not infringe and interfere with other library customers. This Code of Conduct has been adopted to help ensure the safety, comfort, and access to library materials and facilities for all.

**Code of Conduct:** the following guidelines are for guidance only and are not intended to be an exclusive list of inappropriate or prohibited behavior.

Please observe the following:

- Keep all valuables and personal property with you at all times. The library is not responsible for lost or stolen items.
- Avoid disruptive cell phone use by keeping phones on mute/vibrate and by taking personal telephone calls outside.
- Keep beverages covered at all times. Meals and large snacks are not permitted in the library, except for library sponsored activities. Please refrain from any food or drink while using library owned equipment and computers.
- Comply with library computer policies.
- Comply with library circulation policies.

Please refrain from the following objectionable behaviors:

- Disorderly or disruptive conduct.
- Obscene, profane, or abusive language or acts.
- Under the influence and/or possession of alcohol or illegal substances.
- Defacing or otherwise damaging library property.
- Smoking, chewing, or other tobacco use on any library property.
- Lying down or sleeping on any floor, table, or seat in the library.
- Harassing or threatening others, both verbally and physically.
- Conducting inappropriate public displays of affection.
- Solicitation of any type.
- No overt and/or repeated commercial activities.
- Excessively loud noises.
- Running, pushing, shoving, or throwing objects.
- Entering the library barefooted, without a shirt, with offensive body odor or personal hygiene so as to be disruptive to the library environment.
- Illegal activities, including the use of the library's electronic resources for illegal or criminal purposes.

Depending on the severity of the offense, the library will institute discipline ranging from a verbal warning, through denial of specific privileges, to finally a denial of the right to use the library for a specified time period. Any person whose privileges have been denied may have the decision reviewed by the Board of Trustees. The patron must put his/her request in writing for a Board review. Each offense will be treated on an individual basis.

*Approved by The Green Free Library Board of Directors, May 12, 2014*