

Gleason Public Library

GLEASON PUBLIC LIBRARY EXPECTATIONS

*Approved by the Library Board of Trustees, September 9, 2004;
revised April 3, 2012; revised June 17, 2014*

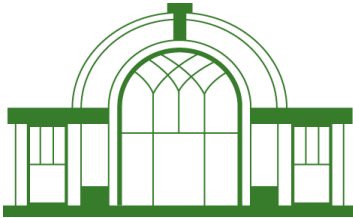
Please help us maintain a peaceful and quiet atmosphere that can be enjoyed by all by fulfilling these expectations:

- All people in the Library should be treated with respect.
- All people in the Library should work and converse in a quiet, courteous, and non-disruptive manner.
- All people in the Library should be considerate of other patrons and staff and share the available library resources, equipment, and staff time and attention.

The Gleason Public Library will not tolerate inappropriate, disruptive, disrespectful, or rude behavior to staff or other library patrons. For the library to be enjoyed by all patrons, the following rules and regulations should be observed:

- Engaging in any activity in violation of Federal, State, local, or other applicable law or library policy is prohibited.
- Cell phone calls may be placed in the vestibules or outside. Cell phone conversations in other areas of the building are prohibited. Please turn cellular telephone ringers off while in the building.
- Carrying firearms and dangerous weapons of any type is prohibited (except by law enforcement officers).
- Smoking and other forms of tobacco use are prohibited.
- Patrons may bring drinks in spill-proof containers provided they are not used near the library's computers.
- Eating, including candy and gum, is prohibited except in designated areas.
- Shirts and shoes must be worn in the library.
- Damaging library property is forbidden. All materials must be checked out before leaving the building. Library staff may inspect and/or remove an individual's bags/belongings while on library property.
- With the exception of service animals, no animals are permitted beyond the front lobby without the approval of the Library Director.
- Parents are responsible for the behavior and supervision of their children. Children aged eight and younger should not be left unattended (see *Unattended Children Policy* for details).
- Patrons are responsible for their personal property; staff is not responsible for loss of or damage to personal property.
- With the exception of assistive equipment (i.e. wheelchairs, walkers, and strollers), wheeled equipment, including, but not limited to, bicycles, roller blades, skateboards, scooters, may not be used in the building or the parking lot. Bicycles should be left in the racks outside the building.





Gleason Public Library

PROCEDURES FOR COMPLAINTS AND NONCOMPLIANCE

Any patron violating the above rules may be asked to leave the library property and be denied access to the library for a period of time. Repeated violations or violations of an egregious nature may result in termination of all library privileges.

1. Library staff and library patrons should report all complaints or incidents to the Library Director in person or in writing.
2. Any grievance or concern may be brought before the Board of Trustees.
3. All library staff may address individuals as to their behavior, serve a verbal warning, and/or revoke library privileges of an individual for a day. The Director/ Assistant Director may revoke library privileges for a specified amount of time up to 60 days.
4. The Director, with approval from the Board of Trustees, may revoke library privileges for an indefinite amount of time. An individual expelled from the library may appeal in writing to the Board of Trustees within 21 days of such action.
5. Library staff, upon the refusal of any patron to obey his or her directive to comply with the policy, may make a complaint to the appropriate law enforcement agency.
6. Library staff will call the Police to address any behavior that poses an immediate threat to the safety or well-being of library patrons or library staff.
7. Patrons engaging in any illegal activities may face criminal prosecution.
8. Parents will be notified if minors under the age of 18 repeatedly fail to comply with the Library's Expectations Policy and/or if the minor's library privileges are revoked for a period greater than one day.

An Incident Report form is available at the Checkout Desk to document procedures outlined above.

