



WASILLA  
PUBLIC LIBRARY

# Policy

Number:  
WPL-CUS-02

Effective Date:  
1/5/2017

Subject: Customer Behavior  
Approved by: Mayor's Signature

Prepared by: Library  
Date:

JAN. 5<sup>th</sup> 2017

## Purpose

The primary use of Wasilla Public Library facilities is that of a public library. This policy was created to protect library customer's rights of access to library facility and materials, to ensure the safety of customers and staff, and to protect library resources and facility from damage. Use of the library is a privilege, not a right.

## Policy & Procedure

In most cases, one verbal warning will be issued to any person or group that violates the rules. A second violation will result in expulsion from the library and its grounds. However, no warning is required if, in the judgment of the library staff, the behavior in question (a) violates federal, state, or local statutes, or (b) poses an immediate threat to the safety or well-being of other library users or staff. Loss of library privileges and/or being trespassed from the premises may result from continued violations.

Any conduct that disturbs library customers or staff, or that hinders others from using the library or library resources is prohibited. Such conduct includes, but is not limited to:

- Creating any loud and/or unreasonable noise either verbally or from any device including, but not limited to, toys, musical instruments, cell phones, radios, etc.
- Harassment either verbal or physical of library users or staff
- Blocking access to the facility or any area in the facility meant for public use.
- Any conduct, which is potentially harmful to library users, staff, facilities, or resources, is prohibited.

Such conduct includes, but is not limited to:

- Running, rough play (e.g., wrestling), climbing into windowsills, etc.
- Abuse of library furniture, facilities, equipment, or materials (i.e., graffiti, removing text or illustrations from materials, throwing materials, etc.)
- Consuming food in the library.
- Bringing uncovered drink into the library
- Bringing animals into the library, with the exception of service animals
- Wearing cleats, skates, rollerblades, or related items into the library.
- Leaving children unattended or unsupervised by an adult.
- Sleeping.
- Theft or vandalism.
- Interfering with the safe use of the library.
- Misuse of restrooms.
- Blocking aisles and exits.
- Lack of shirt or shoes.
- Poor hygiene (nuisance odor).

*Thank you for your cooperation in maintaining a safe environment, conducive to the effective use of library materials and services.*

See also: City of Wasilla Personnel Policy & Procedure No. 06-27 Respectful Workplace