

Adopted by the PLDL Board of Trustees 1/24/01
Updated by the PLDL Board of Trustees 9/24/18



Patron Behavior Policy

The purpose of the Portage Lake District Library's Patron Behavior Policy is to protect the rights of the library patrons to use library materials and services, to protect the rights of staff members to conduct library business without interference, and to preserve library materials and facilities. The library is open to all with the understanding that an atmosphere conducive to research and study is maintained.

Patrons may not engage in illegal activities on the library's premises.

Alcohol and Illegal Drugs

Patrons shall not possess or consume alcohol or controlled substances in the library.

Animals

Except for service animals, patrons shall not bring pets or animals into the library.

Bathing or washing clothing

Patrons shall not wash or dry clothing or bathe in the rest room.

Bikes, roller blades, skateboard, and scooters

Patrons shall not bring bicycles into the library building or secure them anywhere except in designated bike racks. Roller skates, roller blades, skateboards, and scooters may not be worn or used in the library.

Blocking aisles or doorways

Patrons shall not obstruct aisles or doorways or otherwise cause a dangerous situation with the use of electrical cords or belongings. Library equipment may not be unplugged to accommodate non-library equipment.

Fees

Patrons shall be responsible for any of their fees or other charges in accordance with the

library's standard schedules. Failure to pay these fees may result in the suspension of borrowing privileges.

Food

Patrons shall not possess or consume food in the library except at library sponsored events.

Noise or Other Disturbances

Patrons shall not run or disturb others by such activities as loud behavior, talk or music. With the exception of patrons using adaptive technology devices, patrons shall use headphone with all audio equipment and at a volume control level that cannot ordinarily be overheard by others.

Personal Belongings

Patrons shall take responsibility for their own belongings. The library is not responsible for patrons' personal property.

Photography

Commercial photographers are requested to notify the library's Director before filming or taking photographs.

Respecting Other's Rights

Patrons shall not interfere with the use of the library by other patrons or by library employees performing their duties.

Shirt and Shoes

Patrons' shall wear footwear and a shirt or other covering of their upper bodies.

Solicitation

Patrons shall not solicit funds or sell any article or service, except that charitable organizations may solicit funds with written authorization from the Director of the library.

Theft and Mutilation

Patrons shall not deface, mar, damage or destroy library materials, furnishings, walls, machines or other library property. Patrons shall not destroy, alter, dismantle, or disfigure any electronic data, information technologies, properties, or facilities. Any materials removed from the library must be checked out on a valid library card and returned by the item's due date.

Tobacco

The library is a designated smoke-free environment and the use of tobacco products is prohibited.

Failure by patrons to comply with any section of this policy shall have the following results:

1. Known or suspected illegal activities shall be immediately reported to law enforcement authorities by the library staff.
2. All other incidents will result in the following:
 - a. First Incident – patron will receive a verbal warning from the library staff.
 - b. Second Incident – patron will immediately lose all library access privileges for a period of three library business days.
 - c. Third Incident – patron will immediately lose all library access privileges for an indefinite period of time not less than 90 days. Reinstatement of access may be allowed after the patron applies in writing to the Library Director. The application statement will contain language that indicates the patron understands the PLDL Patron Behavior Policy and agrees to follow the Policy or risk further indefinite suspension of library access privileges.
 - d. An incident involving verbal abuse of fellow patrons and/or the library staff and/or disrespectful behavior toward other patrons and/or the library staff shall also cause the immediate loss of library access privileges for an indefinite period of time not less than 90 days.

“Incidents” shall be defined as any violation of this policy within one year of the first violation. It is possible that two or more incidents could occur very closely in time for the same issue. (Ex: A patron causes a disturbance and is warned by the staff. That is the First Incident. If the patron continues to cause a disturbance after the warning, the library staff shall determine that continued violation to be a Second Incident.)

Patrons shall have the right to appeal any of the penalties in this policy by applying in writing first to the Library Director. If the patron is not satisfied with the Director’s decision regarding the appeal, the patron may request that the appeal be forwarded to the PLDL Board of Trustees for consideration. The ruling of the Board shall be final. Suspension of access shall continue pending the appeal decision.