

Customer Behavior Policy

- a. On the premises of the Keller Public Library, any violation of federal or state statutes or local ordinances will be regarded as a violation of Library rules.
- b. Types of Disruptive Behavior

The following types of behaviors cause a disruption and are, in many instances, unlawful:

- i. Violence – words or actions characterized by uncontrolled rough force that could cause injury or harm to the self or to others.
- ii. Verbally abusive language – words that are threatening, insulting, or humiliating to library users or staff.
- iii. Discriminatory behavior – words or actions that make a distinction against an individual based on race, gender, ability, age, or sexual orientation.
- iv. Offensive behavior – words or actions intended to be rude, hurtful, or insulting to others.
- v. Sexual harassment – unwelcome sexual advances, requests for sexual favors, and other verbal or physical contact of a sexual nature that tends to create a hostile or offensive working environment.

If there is a concern over the possibility of physical violence, a supervisor should be contacted immediately. When extreme conditions dictate, 911 may be called. Employees should leave the area immediately when violence is imminent unless their duties require them to remain. Employees must notify their supervisor about the incident as soon as possible.

If library staff deems any library user is engaging in violence, verbally abusive language, discriminatory behavior, offensive behavior, or sexual harassment, they may ask the offending user to leave the library and/or request help from a manager to defuse the situation, including ending customer contact.

- c. Noise Guidelines

The Library is a shared space and allows for different noise levels appropriate for different areas of the library. These areas are marked with clear signage and instruct users to observe the following guidelines:

- i. Social Zones – areas of the library where conversation is allowed, with respectful speaking levels. Quiet phone calls are allowed. Electronic devices with sound should be used with headphones.
- ii. Quiet Zones – areas of the library where whispered conversation is allowed. Mobile phones should be set to vibrate only, with phone conversations moved to the lobby or

a social zone. Electronic devices with sound should be used with headphones.

- iii. Silent Zones – areas of the library for quiet study, with no conversation. Mobile phones should be set to silent. Electronic devices with sound should be used with headphones.

If a library user is not following the noise guidelines in a specific area, library staff may direct them to a different area of the library or, if they continue to violate noise guidelines, staff may ask them to leave. Library users who consistently abuse library policies may have their privileges of using the Library suspended or revoked. It is at the library staff's discretion to determine if a library user is consistently violating library policies. All suspensions and revocations of library privileges will be communicated by the Director of the Library or the Library Services Manager.

- d. In addition, it is the policy of the Keller Public Library to:
 - i. Require all customers to wear shirts and shoes in the Library.
 - ii. Prohibit consumption and/or possession of alcoholic beverages in the Library building or on its patio. With prior approval of the Library Director, some library-sponsored events may make alcohol available for purchase and consumption
 - iii. Prohibit tobacco use in any form in the building or on the patio.
 - iv. Prohibit food and/or beverage consumption in the Library that would cause damage or excessive odors. Many contained food and/or beverages are allowed.
 - v. Prohibit food consumption while using a public computer.
 - vi. Prohibit behavior that is dangerous to person or property.
 - vii. Ban animals from the Library, except for service animals and for library-sponsored events.
 - viii. Prohibit alteration of library equipment, machines or materials.
 - ix. Prohibit soliciting, begging, or selling (though library-sponsored programs may involve optional purchases, with pre-approval from the Library Director).
 - x. Prohibit blocking any entrance, exit, or aisle.
 - xi. Prohibit roller skating, rollerblading, skateboarding, and use of other similar devices in and around the Keller Public Library, according to the City of Keller Code of Ordinances Sec. 18-1000.
 - xii. Prohibit loitering or physically interfering with use of the facility.