



## CUSTOMER CODE OF CONDUCT

### Board Policy:

**DATE REVIEWED: 10/05/2015**

**DATE APPROVED: 10/05/2015**

**EFFECTIVE DATE: 10/09/2015**

**REPLACING POLICY EFFECTIVE: 10/24/2013**

The Board of Trustees of the Columbus Metropolitan Library is responsible for establishing the rules for public behavior in the Library and on the Library's websites and other virtual presences necessary to:

1. promote a safe environment for library customers, employees, and volunteers;
2. protect the rights of individuals to use library materials, facilities, services, and websites;
3. Creating an environment that is conducive for library employees and volunteers to conduct library business without interference;
4. Encourage the use of the buildings, materials, services, and websites by the greatest number of individuals;
5. Safeguard library materials and facilities from harm.

The established rules are based on the powers granted to a public library board of trustees under the Ohio Revised Code.

A. The Library administration has the responsibility for maintaining order in the Library and enforcing the established Customer Code of Conduct policy. Administration will prominently post the Customer Code of Conduct in all Library facilities and will make it available to Library customers in electronic and print formats. In order to enforce Customer Code of Conduct, staff are required to intervene in situations at the Library that present danger to the safety of persons or property, interfere with the rights of others, constitute disturbing or inappropriate uses of the Library and/or involve the commission of illegal acts.

B. The following behaviors are prohibited by the Code of Conduct:

1. Improper dress, including bare feet and no shirt.
2. Offensive body odor.
3. Leaving children under age 7 unattended.
4. Insufficient supervision of children under age 7 by older siblings or caregivers resulting in acts disruptive to customers and staff.
5. Bringing animals, other than service animals, into the Library.
6. Being under the influence of alcohol or illegal drugs, possessing illegal drugs or alcohol.
7. Sleeping.

8. Abuse or improper use of furniture, equipment, or materials.
  9. Smoking, chewing tobacco, or using electronic cigarettes or similar devices.
  10. Unreasonable noise to include: loud talking, singing, boisterous activity/cell phone use, loud headphones in non-designated areas.
  11. Monopolizing/obstructing space, seating, tables or equipment to the exclusion of others including rest rooms.
  12. Profane, obscene or abusive language, racial, ethnic, or sexual orientation epithets.
  13. Gambling, panhandling, or soliciting money.
  14. Use of the internet for unlawful purposes as defined by federal, state, and local laws.
  15. Running, pushing, rough play, or other dangerous physical activity.
  16. Distributing/ posting unauthorized printed materials. (Materials must be submitted or reviewed and approved for posting and distribution.)
  17. Bathing, shaving or washing clothes on the premises.
  18. Roller skating, roller blading, skateboarding, game playing, or cycling, except when participating in library-sponsored programs.
  19. Other acts disruptive to customers and staff.
  20. Intentionally damaging or destroying any property belonging to CML, another customer, or staff.
  21. Possessing weapons, dangerous ordnance, explosive devices (including fireworks), knives with a blade length over 2 inches or other items that a reasonable person would consider to be dangerous to themselves or others in a public library environment where children may be present. Violation of posted concealed weapons prohibition.
  22. Trespassing.
  23. Theft of personal or library property.
  24. Inducing panic. False 911 or emergency calls.
  25. Harassing customers or staff. Deliberate repeated behavior that is intimidating, hostile, offensive, or adversely impacts staff work performance.
  26. Possession of drugs or alcohol. Actively distributing drugs or alcohol.
  27. Engaging in or soliciting any sexual act. Indecent exposure.
  28. Fighting, challenging someone to a fight, physical abuse or assault.
- C. Library staff are required to bring to an individual's attention any act or omission which violates the Customer Code of Conduct and related library policies. Such an individual will be asked to change his or her behavior to conform to the policy. If such a change is not evident or forthcoming, that individual will be asked to leave the library building and library property. Any individual who is not permitted on library grounds under applicable law or by court order will be asked to leave library grounds. Failure to leave, if asked, may result in the police being called and a possible charge of criminal trespass per the Ohio Revised Code.
- D. Depending on the severity of the violation, individuals who have been asked to leave the building may be evicted and barred from returning to any Columbus Metropolitan Library for varying periods of time as outlined in the Eviction

Procedure. Individuals who have been evicted may be required to discuss the violation with the Manager of Security and/or facility manager before being readmitted. Juveniles may be required to bring a parent or guardian for such a conference.

Any individual evicted from the Library has the right to appeal that eviction by following the steps outlined in the Eviction Procedure.

- E. Individuals displaying behaviors prohibited by the Customer Code of Conduct on Library websites or other virtual presences will have their comments removed and/or their ability to participate suspended.
- F. Library staff may ask to inspect a briefcases, bags or similar containers when there is reasonable suspicion that a theft has occurred or is occurring. The Library does not detain customers for theft. Customers refusing to comply with the search are free to leave. Police will be contacted and charges filed if there is evidence of theft.

**Related Policies/Forms:**

- [Weapons](#)
- [Eviction](#)
- [Harassment](#)
- [Internet Access](#)
- [Safety and Security](#)
- [Unattended & Disruptive Children](#)