

LIBRARY PATRON RIGHTS AND RESPONSIBILITIES

Staff Commitment to Service

The Library exists to provide quality Library service to the taxpayers who support the system and those who use the Library's facilities, collections and services. Administration and staff are responsible for giving the best possible service in an open and inviting atmosphere. Patrons shall be encouraged to enjoy Library facilities and materials and staff shall be available to assist patrons with finding, using and borrowing materials in a courteous and helpful manner.

Smoke-Free Campus

The Paris-Bourbon County Public Library is dedicated to providing a healthy and safe environment for patrons and staff. Therefore, smoking and tobacco use is prohibited anywhere on the library grounds, in our facility, and in library vehicles. This ban includes tobacco and tobacco products including chewing, rolling of tobacco, any burnable product, electronic cigarettes, and vaporizers and pertains to staff, patrons, contractors, and vendors. The policy extends to all property owned by the library.

Patron Rights

All Paris-Bourbon County Library staff members are trained to understand and embrace the notion that the Library patrons are valuable and should be treated with great respect. Staff members know that patrons have rights and these rights include:

1. Library patrons are always greeted with a verbal acknowledgement, a smile (and established eye contact) and treated courteously, in all circumstances.
2. Library patrons are able to check out books and other materials, register for new cards, and pay fees without undue red tape or delays.
3. Library patrons are able to get current bestsellers and popular materials in a reasonable amount of time.
4. Every effort will be made to resolve Library patron complaints and answer patron questions within 24 hours.
5. Library patron's phone calls will not be transferred or left on "hold" unnecessarily.
6. Library patrons should expect staff to make the Library System work for them.
7. Library patrons are able to suggest new materials and services, and find out what happens to their suggestions.
8. Library patrons who are children have the same rights and deserve the same courteous and considerate treatment as adult library patrons.
9. There are no stupid patron questions. Library patrons are entitled to accurate information and answers to all their questions.
10. Library patrons are entitled to clean, safe, and reasonably quiet library facilities, recognizing that libraries are multi-function community spaces used by a great number of people with different needs and expectations
11. Library patrons are the most important people in the Library's business, external and internal
12. Library patrons are not dependent on staff; staff is dependent on them.

13. Library patrons are not an interruption of work but the purpose of it.
14. Library patrons do staff an honor when calling on them. Staff is not doing them a favor by serving them.
15. Library patrons are part of the Library's business, not outsiders. Library patrons are the Library's guests.
16. Library patrons are not cold statistics, but flesh and blood humans with feelings and emotions.
17. Library patrons are not people to argue with or match wits with.
18. Library patrons are people who bring staff their wants and needs. The staff's job is to appropriately fill those wants and needs.
19. Library patrons are deserving of the most courteous and attentive treatment staff can provide.
20. Library patrons have the right to expect a Library employee to present a neat, clean appearance.

Patron Responsibilities

The Paris-Bourbon County Library staff is dedicated to providing a secure, friendly, helpful environment where patrons are able to conduct their business and interact in a pleasant manner. Our patrons have a role in this as well. As such, the Library has established the following patron responsibilities:

1. Damaging or tampering with Library property is not permitted.
2. Recreational use of skateboards, skates, or bicycles is not permitted.
3. Food and drink are permitted in designated areas only.
4. Use of alcohol or illegal drugs is not permitted inside the library or on library property.
5. In accordance with Library policy 107.011, the use of tobacco products is not permitted anywhere on Library grounds, property, or in the facility.
6. Bathing, shaving, or washing clothes in restrooms is not permitted.
7. Interfering with the access, egress or use of Library facilities is not permitted.
8. Playing of audio equipment without headsets or making unreasonable noise is not permitted.
9. Harassment, disruptive or threatening behavior, and use of abusive or obscene language are not permitted.
10. Sleeping is not permitted.
11. Sexual misconduct is not permitted.
12. Panhandling, distribution, or selling of non-library approved material is not permitted.
13. Offensive or pervasive odor that constitutes a nuisance to other patrons or staff is not permitted.
14. Presence of pests on person, belongings or library materials is not permitted.
15. Inappropriate use of the Internet or violation of the Library's Internet Use Policy is not permitted.
16. Threateningly brandishing any item that is deemed to be a weapon is not permitted.
17. Possessing, selling, distributing or consuming any illegal controlled substance is unlawful and is not permitted.
18. Service animals for people with disabilities (or service animals in training) are welcome. No other animals are permitted.
19. Shoes, shirts, and pants/skirts/dresses are required at all times.
20. The Library does not accept or assume responsibility for personal belongings.
21. The Library does not accept or assume responsibility for unattended children. Police may be notified of unattended children at closing or at any time there is concern for the child's wellbeing.
22. Bags and briefcases are subject to inspection at exit.

Library staff reserves the right to ask a patron to leave or to call the police if these standards are not followed, if any laws are being broken, or if it is perceived that a potentially dangerous situation exists. Severe or repeated violations may result in denial of Library privileges on a temporary or permanent basis.

The Library Board and Library staff have the right and the responsibility to protect the safety of all Library patrons and materials and to maintain order on Library property. Occasionally it will be necessary to deal with patrons who create a disturbance or violate the rights of others. In such situations Library personnel should be aware of applicable Library policies and procedure. In all cases of theft, vandalism, disruptive behavior, illegal activities or injury, an incident report shall be filed with the Director as soon after the incident as possible, but in no case more than one working day later. The Library Director or Director's designee, acting on behalf of the Library Board, may suspend the Library privileges of any person who willfully violates regulations. Suspension periods may vary with the severity and repetition of the offense, including a one-year suspension for acts or threats of violence against patrons, in addition to other available legal remedies and criminal or civil prosecution. Severe violations involving the use of weapons or violence may lead to the permanent suspension of Library privileges.

Children's Use of the Library

Service to children is a major focus of the Library's mission. As long as children act responsibly in accordance with Library policy, they may use the Library any time it is open. The Library does not have a specific responsibility to care for or watch out for children left unattended in its facilities. If an unattended child behaves in a disruptive manner, the child may be warned, and if behavior continues, the child will be asked to leave the Library and/or the police may be called.

Parents/legal guardians are responsible for the behavior of their children and teachers or group leaders are responsible for conduct of their students or groups while they are in the Library for a class visit or tour. Library personnel may ask parents/caregivers/teachers/group leaders to leave the Library with the children in their care if they are unable to correct disruptive behaviors.

At no time will staff members accompany or assist children who need to use the restroom.

Parents/legal guardians are encouraged to use the library with their children and share in the wonderful knowledge and resources that are available. However, it is understood that there are times that a parent/legal guardian is not able to visit the library with their child. As such, the following apply:

1. Children under the age of ten (10) must be accompanied by a responsible person aged sixteen (16) or older while in the facility or on the grounds of the Library.
2. Parents or the responsible caregiver may not leave children under the age of ten (10) unattended. Parents or the responsible caregiver must remain with their children while the child is attending library programs.
3. Children ages ten (10) and older may use the Library unattended for any length of time as long as their conduct is acceptable in a library setting and general conduct rules are observed.

4. Children of any age with mental, physical, or emotional disabilities which may affect decision making skills or render supervision necessary must be accompanied by a parent or responsible caregiver at all times.
5. If an underage child is left unattended in the Library, staff will attempt to locate his or her parents or guardians.
6. Staff may not remain after hours to care for an unattended underage child.
7. Staff may not give an unattended underage child a ride.
8. For the safety of the child, staff will not leave an unattended underage child outside to wait on a ride after the Library is closed.
9. If a parent or guardian of an unattended underage child cannot be reached, staff will call police officers to escort the child home or to keep the child until the parents can be reached and transportation arranged.

The Library does not allow loitering. Library personnel reserve the right to ask anyone loitering or otherwise conducting himself or herself in a suspicious manner in the children's or teen's area to leave the premises.