

## **Customer Conduct Policy**

### **Purpose**

Mid-Mississippi Regional Library System (MMRLS) seeks to provide a safe and welcoming environment for the public and library staff. This policy is designed to protect individuals, library materials, equipment, and facilities, comply with applicable laws, and provide equitable access to and use of library facilities and services.

### **Prohibited Items**

- Illegal drugs, weapons, or other items/substances deemed dangerous or threatening to library patrons or staff
- Non-service animals (please see the Animals in the Library Policy)

### **Prohibited Behavior**

MMRLS prohibits any illegal or improper activity, including, but not limited to, the following:

- Threatening, abusive, harassing, endangering, stalking, or disruptive behavior, including loud noises, profanity, and suggestive/vulgar comments
- Vandalism or theft of library, staff, or customer property
- Intoxication or consumption of alcohol/illegal drugs or use of tobacco products
- Interfering with free passage on library property (entrance/exit doors, steps, hallways)
- Eating or drinking inside the library, excluding library-sponsored events or in pre-approved areas or situations
- Solicitation, polling, loitering, or proselytizing
- Entering any restricted areas in the library as designated by staff or signage
- Inappropriate use of bathrooms, including bathing, shaving, or laundering clothes
- Sleeping or lying down in the library
- Strong or offensive body odor
- Entering the library with a potentially contagious illness
- Leaving personal items unattended
- Use of cell phones in a way that disrupts others
- Violation of any federal, state, or local law
- Any other behavior deemed disruptive to library operations or customer service delivery or that violates other library policies or procedures

### **Violations of Policy and Loss of Library Privileges**

Violating library rules and policies or refusing to comply with library staff's reasonable requests may result in immediate expulsion from the library and/or a library service ban. The length of the ban, as determined by the system executive director, will be based on the severity and number of offenses to this policy. Individuals who have been banned from an MMRLS branch location are prohibited from entering, being on the premises of, or using the services of any branch of the Mid-Mississippi Regional Library System. Individuals will be notified in writing concerning the length and reason for their suspension whenever possible. A record of this suspension will be available to all library staff members and law enforcement officials. If a banned individual violates a ban order, law enforcement may be contacted to enforce the order. The executive director's decision to ban

a library patron may be appealed in writing to the MMRLS Administrative Board of Trustees at its next regularly scheduled meeting date.

### **Public Safety**

Any staff member may contact local law enforcement at any time to preserve their safety and the safety of library users or for assistance in enforcing policy and maintaining the library environment as defined by the policies adopted by the MMRLS Administrative Board of Trustees. All library staff members are authorized to contact local law enforcement officials if they believe an individual's actions threaten public safety. Any violation of local, state, or federal laws on library property will be promptly reported to the appropriate local law enforcement officials.