

Disruptive Behaviors Policy

Everyone has a right to expect and receive quality library service at the Two Harbors Public Library from a friendly and helpful staff. Each person has a right to receive that service in an atmosphere that is calm, quiet, safe, and without disturbances from other patrons. The staff has a right to provide services without fear of abuse or threatening behavior from library patrons.

Disruptive behavior is unacceptable in the library. Disruptive patrons will be asked to leave or will be removed. Library privileges of repeat offenders will be suspended. Police will be called if any illegal behavior occurs, or if staff feels threatened in any way.

Library staff will do their best to apply the same standards of conduct to all people using the library.

Behavior that is unacceptable in the Library includes, but is not limited to:

- running or chasing, screaming, yelling, or shouting
- pushing, hitting, fighting, or biting
- prolonged crying or temper tantrums
- bullying or bothering other people
- foul or rude language
- bringing food or drink into the library
- poor hygiene (excessive dirt or odor)
- threatening or abusive language or actions
- abnormal or erratic behavior that hinders normal library use by staff or others
- constant, loud talking in study areas
- unwelcome sexual advances
- unnecessary, constant, or loud cell phone / internet voice call use
- littering, graffiti, vandalism, or destruction of library property
- entry into restricted areas (staff rooms, restrooms of the opposite sex, climbing onto the roof, etc.)

Disruptive Children

- If the child is visiting the Library WITH a parent or guardian:
 - Children who are being disruptive will be asked by the staff to behave.
 - If the disruptive behavior continues, a staff member should inform the parent/guardian that his/her child is disturbing others.
 - If the parent/guardian refuses to cooperate or is unable to control the child, he/she and the child will be asked to leave.
- If the child is visiting the Library WITHOUT a parent or guardian:
 - Children who are being disruptive will be asked by the staff to behave.
 - If the disruptive behavior continues, a staff member will attempt to locate or contact a parent or guardian. The parent/guardian will be informed of the library policy, and, if necessary, be asked to pick up the child as soon as possible.
 - *See the Library's **Policy on Unattended Children** for more information.*

Disruptive Adults

- Adults will be told that their behavior is unacceptable according to the Library's Policy and warned that if it continues they will be asked to leave.
- If the disruptive behavior continues. The person will be asked to leave.
- The library privileges of frequent offenders may be suspended.
- The police will be called if the staff needs assistance.

Illegal Behavior

Illegal behavior will not be tolerated in the Library and police will be called immediately.

Illegal behavior includes but is not limited to:

- vandalism of library materials or facilities
- removal of library materials from the library without checking them out
- smoking, use of other forms of tobacco, or e-cigarettes
- assault (verbal, physical, or sexual)
- use of illegal drugs or alcohol

Adopted December 1991, Revised July 2011; Revised November 2013; Revised September 2015