



## **LIBRARY USER RIGHTS & RESPONSIBILITY POLICY**

*Adopted May 2011*

In keeping with the mission of the Osceola Public Library, the Library Board of Trustees and Library staff are committed to providing excellent customer service in a safe and inviting atmosphere conducive to the successful completion of library business. Staff and Library users share responsibilities to ensure this atmosphere is maintained at all times.

The following guidelines are set forth to define those behaviors and activities that are and are not allowed on Library property. Library staff will enforce these guidelines in a consistent and impartial manner.

### **LIBRARY USER RIGHTS**

Osceola Public Library users can expect the following:

- The right to equal treatment regardless of race, age, skin color, national origin, sex, sexual orientation, physical or mental ability, or religion.
- The right to reasonable accommodation based on physical or mental ability.
- The right to be treated politely and fairly.
- The right to conduct research, study, read, etc. in a safe environment.
- The right to reasonable assistance.
- The right to expect confidentiality in all areas of service.
- The right to submit suggestions and complaints.

### **STAFF RESPONSIBILITIES**

Osceola Public Library staff is committed to providing:

- Courteous and knowledgeable assistance.
- Equal access to Library resources services
- A reasonably quiet environment.
- A clean physical environment.

### **LIBRARY USER RESPONSIBILITIES**

Osceola Public Library users have the obligation to:

- Interact courteously with other Library users and staff members.
- Abide by rules set forth in the Patron and Circulation, Equipment Use, and Internet Use Policies.



- Maintain a quiet environment in study and computer zones, and observe appropriate noise levels in more active zones and at programs.
- Unattended children: The Library assumes no responsibility for the care and supervision of children. The Library's Unattended Child Policy must be followed at all times.

## **UNACCEPTABLE BEHAVIOR**

The following behavior and activities are examples of conduct not allowed on Library property:

- Annoying, harassing, or threatening another person
- Physical, sexual or verbal abuse of other Library users or of Library staff
- Carrying weapons of any type unless authorized by law
- Interfering with free passage of others
- Stealing, defacing, or destroying of Library property
- Behaving in a disorderly, loud, or disruptive manner
- Playing audio equipment loudly enough to disturb others
- Soliciting/selling/campaigning unless a Library sponsored program
- Remaining inside the Library when it is not open to the public unless part of a Library program or activity.
- Consumption of alcoholic or illegal drugs.
- Leaving vulnerable adults unsupervised or unattended.

## **VIOLATIONS AND CONSEQUENCES**

- The Library Staff may require violators to leave the premises, may call the police, and/or ultimately bar a patron from the library for noncompliance with this code of conduct. Such exclusion from the library shall occur on the order of the Library Director or his/her designee.
- Wisconsin Statutes Chapter 43.52 (2) states: "Every public library shall be free for the use of the inhabitants of the municipality by which it is established and maintained, subject to such reasonable regulations as the library board prescribes in order to render its use most beneficial to the greatest number. The Library board may exclude from the use of the public library all persons who willfully violate such regulations."

## **FURTHER CONSIDERATIONS**

Cell phones and pagers should be turned off or to silent mode when in the Library; users who need to make or receive calls should step outside the Library to avoid disturbing others.

Users are responsible for their personal property at all times and should never leave personal belongings unattended. The Osceola Public Library is not liable for loss or damage to personal property.



It is expected that all users of this system will comply with applicable copyright laws.

Questions about the interpretation of these rights and responsibilities will be referred first to the Library Director and then to the Osceola Public Library Board of Trustees.

End of Policy

Revised 2016