



Patron Behavior Policy

Adopted February 21, 2013 by the North Richland Hills Library Board; Revised April 17, 2014

Library User's Rights

The Library strives to provide an environment that is welcoming, comfortable and safe for the greatest number of our patrons. All library patrons have the right to:

- Respectful, helpful, and friendly service
- A clean and well-organized facility
- Privacy and intellectual freedom
- A timely response to concerns

Library User's Responsibilities

To ensure the comfort and safety of library patrons and to maintain order in the library, we ask that all library patrons:

- Respect the rights of others
- Respect public property
- Mention dissatisfaction to the attention of library director or designee so that issues may be addressed by library staff in a timely manner

The following behaviors are unacceptable on library property and may result in removal from the library, loss of library privileges for up to six months or law enforcement intervention.

- Entering the library without shirt, pants, shoes or otherwise wearing unacceptable attire
- Speaking in loud tones or using abusive, insulting or threatening language (this includes profanity and racially or sexually discriminatory language)
- Harassing other library patrons or library staff (this includes photographing, touching, following, stalking or staring)
- Producing or allowing loud noises (this includes noises from electronic, entertainment and communication devices)
- Disorderly, disruptive or boisterous conduct
- Using alcohol or illegal drugs
- Smoking or using tobacco products within the library's building, balcony or entryways as described in the North Richland Hills Code of Ordinances, Division 2.Sec.42-191,(a)(3):
 - *Areas where **smoking** is prohibited.* A person commits an offense if he **smokes** or possesses a burning tobacco, weed or other plant product in any of the following indoor or enclosed areas:
(3) Any public meeting room or public service area of any facility owned, operated or managed by the city while such area is being used for a public meeting;
- Using electronic cigarette or vapor devices
- Eating foods or drinking beverages that have a pervasive odor
- Leaving children under the age of 10 unattended in the library
- Leaving vulnerable adults unattended in the library
- Lying down or sleeping in the restrooms or on any floor, couch, table, or seat in the Library, and by blocking aisles, exits, or entrances by sitting or lying down in them
- Solicitation of any type (this includes sales and conducting surveys)
- Laundering, shaving, bathing or haircutting in public restrooms
- Bringing pets or animals, other than authorized service animals, into the library
- Sexual activity or excessive displays of public affection

- Altering the library's public computer configuration

Illegal Activity

Any illegal activity, including but not limited to the following, will result in loss of library privileges and law enforcement intervention will be pursued:

- Engaging in any activity in violation of Federal, State, local or other applicable law
- Stealing, damaging, altering or attempting to alter any property of the Library or its patrons while on Library property
- Striking, kicking, or otherwise being physically aggressive towards another person
- Viewing, displaying or distributing materials which are inappropriate for the surroundings, as described in Texas State Penal Code Section 43.22 Obscene Display or Distribution:
 - A person commits an offense if he intentionally or knowingly displays or distributes an obscene photograph, drawing, or similar visual representation or other obscene material and is reckless about where a person is present who will be offended or alarmed by the display or distribution.

Unattended Items

Additionally, for patron's security and safety, we request that personal items not be left unattended as the library is not liable for items lost, damaged or stolen on library property.

Enforcement

Any staff member of the Library is authorized to determine whether a library customer is not abiding by these or other North Richland Hills Library rules and regulations. The Library reserves the right to respond to any and all conduct not expressly set forth herein but which is deemed by library staff to unreasonably interfere with the use of the library by other customers or interfere with the performance of their duties by library employees.

Appeal Process

Any patron who loses Library privileges may request an appeal. A written appeal shall state why library privileges should be restored. The Library Director or a designee will respond to the appeal in writing within 7 calendar days of the date the appeal was received.

Any person may appeal the Library Director's decision by sending an appeal in writing to the President of the Library Board within 14 calendar days of the date of the Library Director's decision. The decision of the Library Board is final.