



Patron Behavior Policy

Adopted February 21, 2013 by the North Richland Hills Library Board; Revised April 17, 2014; September 21, 2017; February 29, 2024

Library Patrons' 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 Users' 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 or suspicious behavior to the attention of the Director of Library Services or designee so that issues may be addressed by library staff in a timely manner

Behaviors Resulting in Short-Term Suspension (1 Day – 90 Days)

Patrons violating the following prohibited behavior rules will first be given a verbal warning and explanation of the rules and asked to comply. If the patron continues to engage in prohibited behavior, they may be issued a short-term suspension. Additional repeated prohibited behavior can lead to long-term suspension or indefinite suspension.

- First Offense - 1 Day Suspension
- Second Offense - 30 Days Suspension
- Third Offense - 90 Days Suspension

Behaviors, including but not limited to the list below, are prohibited on library property and may result in a short-term suspension:

- Being in the library without shirt, pants, shoes, or otherwise wearing unacceptable attire
- Producing or allowing loud noises (this includes, but is not limited to, noises from electronic, entertainment, and communication devices)
- Disorderly, disruptive, or boisterous conduct
- Smoking or using tobacco products within 25 feet of 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 cigarettes or vapor devices
- 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
- Solicitation of any type (this includes, but is not limited to, sales and conducting surveys)
- Laundering, shaving, bathing, or haircutting in public restrooms
- Preparing meals or washing dishes
- Consuming food or beverages outside of the designated areas. Designated areas are the Library lobby on the first floor, the study rooms, the collaboration rooms, and study and collaboration tables.

- Bringing pets or animals other than authorized service animals into the library
- Altering the library's public computer configuration
- Spreading out personal belongings unrelated to the use of Library services or obstructing aisles, walkways, corridors, doorways, workspaces, or reading areas of library facilities. See the section on Personal Belongings.

Behaviors Resulting in Long-Term Suspension (180 days - Indefinite)

Patrons violating the following rules may be issued a long-term or indefinite suspension.

- First Offense - 180 Days Suspension
- Second Offense - Indefinite Suspension

Behaviors, including but not limited to the list below, are prohibited on library property and may result in long-term suspension:

- Speaking in loud tones or using abusive, insulting, or threatening language, including people of every age, race, background, personal philosophy, religious belief, occupation, sexual orientation, economic level, ethnic origin, military status, and human condition
- Harassing other library patrons or library staff (this includes, but is not limited to, photographing without consent, touching, following, stalking, or invasion of personal space)
- Possessing or being under the influence of alcohol or illegal drugs
- Leaving children under the age of 10 unattended in the library
- Leaving vulnerable adults unattended in the library

Behaviors Resulting in Indefinite Suspension

The following behaviors will result in an indefinite suspension from the North Richland Hills Library. The police must be contacted on all matters in the following categories if the situation warrants it.

- Engaging in any activity in violation of Federal, State, local, or other applicable law
- Use of threatening language or gestures towards staff or other patrons
- Physical abuse and assault
- Public lewdness, sexual activity, indecent exposure, or masturbation
- Disorderly conduct or deliberate, repeated behavior that is intimidating, hostile, offensive, or adversely impacts patrons peaceful use and enjoyment of Library premises, services, or programs
- Destruction or vandalism of library facilities, materials, or equipment
- Stealing library or personal property
- 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.
- Returning to library premises before a long-term suspension period has ended and refusing to leave

Food and Drink

The consumption of non-alcoholic beverages in covered containers is permitted throughout the Library. The consumption of uncovered non-alcoholic beverages and food is permitted in the Library lobby on the first floor, the study rooms, the collaboration rooms, and study and collaboration tables.

Personal Belongings

The NRH Library has established guidelines for personal belongings brought into library facilities for the health and safety of Library patrons and staff and to ensure unimpeded access to the library's services and collections.

The following items are prohibited in all library buildings:

- Unfurled bedrolls, blankets, and sleeping bags
- Large items such as frame backpacks, suitcases, or bags measuring more than three feet in length or width
- A maximum of two personal items per patron are allowed, with the exception of groups bringing in materials for The Maker Spot or group educational activities conducted in the Library

- Carts, wagons, bicycles, or wheeled devices meant for carrying baggage, except wheelchairs or strollers, when used to transport an adult or child or materials for group use in The Maker Spot or for educational activities conducted in the Library
- Roller skates, scooters, skateboards, bicycles, or other similar devices may not be used on Library premises
- Personal belongings should not obstruct aisles, walkways, corridors, doorways, workspaces, or reading areas of library facilities

Personal belongings may not be left unattended on library premises. Additionally, for patrons' security and safety, please always keep your personal items with you. 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 patron 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 patrons 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 Director of Library Services or a designee will respond to the appeal in writing within seven calendar days of the date the appeal was received.