



Patron Behavior Policy

Adopted February 21, 2013 by the North Richland Hills Library Board; Revised April 17, 2014; September 21, 2017; November 14, 2018

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

Behaviors, including but not limited to the list below, are prohibited on Library property and may result in removal from the Library, loss of Library privileges, and/or law enforcement intervention:

- Being in the Library without shirt, pants, shoes, or otherwise wearing unacceptable attire
- Speaking in loud tones or using abusive, insulting, or threatening language (this includes, but is not limited to, profanity and discriminatory language in reference to age, background, personal philosophy, religious belief, occupation, sexual orientation, economic level, ethnic origin, or human condition)
- Harassing other Library patrons or Library staff (this includes, but is not limited to, photographing, touching, following, stalking, invasion of personal space, or staring)
- Producing or allowing loud noises (this includes, but is not limited to, noises from electronic, entertainment, and communication devices)
- Disorderly, disruptive or boisterous conduct
- Possessing or being under the influence of alcohol or illegal drugs
- 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
- 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, but is not limited to, 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, excessive displays of public affection, or indecent exposure
- 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 or threatening 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 patrons' security and safety, please keep your personal items with you at all times. 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.

References

The Library Bill of Rights: <http://www.ala.org/advocacy/intfreedom/Librarybill>.