



PATRON RIGHTS AND RESPONSIBILITIES AT EASTERN SHORE PUBLIC LIBRARY

Patron rights and responsibilities have been established to maintain a **peaceful** atmosphere that promotes the use and enjoyment of the library resources, **protects the safety and wellbeing** of the general public, staff and property, and creates a **welcoming** environment for all.

Everyone has the right to use library resources provided the person's behavior does not unreasonably interfere with the rights of others to do the same. We expect patrons to:

Respect – Explore – Aspire – Discover

Your entrance to this public library indicates that you are willing and able to act courteously toward all other persons here, act respectfully with regard to public property, and follow all library rules.

Behavior which violates library policy, interferes with the use of the library by others or interferes with staff in the conduct of their duties is not permitted. Patrons engaging in such behavior may be asked to stop the behavior and/or they may be asked to leave the building. The police may be called and/or the patron's library privileges may be revoked. Unlawful activities will promptly be reported to the appropriate law enforcement authorities.

Staff is authorized to require a person to leave the library for the day if in the judgment of the staff member the patron's behavior is disorderly or disruptive. If the behavior is repeated or severe, the patron may lose library privileges. The patron shall have the right to a hearing before the Board at the meeting at which the Board is scheduled to take action on revocation of privileges.

Patrons shall cooperate with library staff who must interpret and apply rules and policies. Upon request, patrons shall be required to provide their correct name or show their library card or other identification to library staff and leave the premises when so directed.

The rights of an individual to use the library without being unreasonably disturbed by another is essential.

1. Creating a disturbance by making noise, talking loudly, whistling, singing, using profanity, running or engaging in other disruptive conduct is prohibited. This includes stalking, hovering near, prolonged staring at or following another with the intent to annoy, or intentionally behaving in a manner that could reasonably be expected to annoy or disturb other patrons or staff.
2. Headphones and earbuds are encouraged. Earbuds may be available at the public service desk, if in stock.
3. Using personal electronic equipment in a manner that could reasonably be expected to annoy or disturb other patrons or staff or interferes with library service is prohibited.
4. Cell phones should be set to low volume or no-ring (vibrate) or turned off when entering the library. Patrons should limit themselves to short, quiet phone calls whenever possible. Speaker phone settings are to be turned off unless in use in a meeting room. Extended conversations that might disturb other patrons should be moved to more isolated areas of the library or outside. Cell phone conversations are discouraged in public computer workstation areas.
5. Appropriate attire is required. Shirts and shoes must be worn in the library as well as garment that fully covers the waist down, such as skirts, shorts, or pants. Shirts are to be buttoned.
6. Offensive body odor due to poor personal hygiene or overpowering perfume or cologne that causes a nuisance or reasonably interferes with library use by other patrons or staff is prohibited.
7. Individuals seeking to engage in fundraising, solicitation, or petition-related activities while on library property must obtain approval from the Library Director. Panhandling is not allowed.

The safety and well-being of patrons and staff are essential.

8. Threatening, harassing or intimidating language or behavior will result in immediate expulsion from the library and possible legal action.
9. Parents and caregivers are responsible for the behavior, safety and supervision of their children at all times. According to library policy, children under the age of eight must be supervised by a responsible caregiver at all times. *See the ESPL Unattended Child Policy.*
10. Patrons not attended by a child may be asked to leave the Children's or Young Adult Rooms or youth programs if it is unclear the person is in the area for the intended library purpose. Only parents, guardians, staff, or Friends of the Library volunteers may photograph or videotape children in the Children's or Young Adult Rooms or during library programs unless permission is granted by the Library Director.
11. Blocking the entryways, vestibules, or pathways to emergency exits is prohibited. Disruptive groups congregating inside or outside the library will be required to disperse.
12. Bicycles may not in any way interfere with entering or exiting the library, and they should be parked in the bicycle racks outside the library.
13. Items carried into the library, such as backpacks or other personal belongings, must be stored out of pathways. Athletic equipment such as skateboards, balls, skate-shoes, or roller blades may be carried into the library; however, they may not be used in the library.
14. Patrons should keep personal property with them. ESPL is not responsible for lost, stolen, or damaged personal property.

15. Animals, other than service animals, are not permitted in the library, unless as a part of a program authorized by the Library Director. Service animals must be in close proximity to their charge and their charge must be in full control of the animal. Service animals must follow all library use policies as well.
16. Patrons sleeping in the library may be awakened by library staff if there is concern for the patron's health or well-being, or if the patron's sleep is disturbing others.
17. Open flames or explosive materials are not allowed inside the library.
18. Security cameras may be recording for the safety and security of patrons and library property.
19. Patrons are only allowed in authorized areas. Some spaces may require reservations.

To ensure a welcoming environment, the responsible use and care of all library materials and property is essential.

20. Drinking of non-alcoholic beverages is permitted in the library if it is in a non-spill container with a lid. Consumption of food is prohibited in all public areas of the library with the exception of meetings held in the meeting rooms and receptions approved by the library. See the Meeting Room Use Policy for details on allowable refreshments.
21. Use of tobacco, cannabis, and/or vaping products is prohibited throughout the library building and on library property. The Library is a drug-free facility.
22. Those who steal, damage or deface library materials or property may be prosecuted. Parents are liable for damage done by a child under the age of eighteen.
23. Patrons are required to comply with the library's policies and procedures on computer use and the Internet. Pornographic images are not allowed in the library.
24. Improper use of library restrooms, including, but not limited to, bathing, shaving, hair trimming and laundering is prohibited. Use of cameras in the bathroom is prohibited.

***Thank you for your cooperation and patronage!
Please do not hesitate to ask staff for assistance or
clarification on any of the above expectations.***

Approved by the Eastern Shore Public Library Board of Trustees September 13, 2022.