



Pottstown Regional Public Library Patron Behavior Policy

Welcome to the Pottstown Regional Public Library. We aim to create a space that is welcoming to all. Our goal is to ensure that staff, volunteers, and patrons are treated with respect and kindness, and library property is respected.

When in the library:

- Patrons are encouraged to use the computers, printer, or ask for staff to help you fax materials.
- Patrons are encouraged to use other library materials.
- Patrons are encouraged to speak at a volume that is respectful to others.
- Patrons are encouraged to ask the library staff for help with library related questions.
- Patrons are encouraged to attend programs.
- Patrons may eat or drink small snacks in designated areas.
- If you have to use your cell phone inside, please make the conversation quick and quiet. If your call becomes disruptive we will ask you to step outside to complete the call.

We Require:

- All who enter the library be respectful to staff, volunteers, and other patrons in the building.
- All phones are set to silent/vibrate.
- Headphones or earbuds must be worn when watching videos or materials with sound on the public computers or personal devices. (Earbuds are for sale for \$1 at the front desk.)
- Eating and drinking is to be done at designated tables and not near materials or the computers. Please throw away all trash in one of the trashcans located throughout the building.
- All patrons must be fully clothed, including footwear, during their time on library property. Patrons who are not fully clothed may be asked to leave.

Prohibited actions:

- Any activity that is prohibited by federal, state, and local laws.
- Any activity that prohibits patrons from using the library.
- Any activity that prohibits staff or volunteers from completing their assigned duties.
- The use of alcohol, drugs, cigarettes, vape devices, or marijuana on library property.
- Language that is abusive, insulting, loud, or threatening.
- Physical violence or threats of violence.
- Activities that result in damage to library property.
- Misuse of our bathroom(s).
- Patrons may not enter Staff Only areas.



- Please refrain from bringing in animals into the library other than service dogs or ADA specified animals. If animals are disruptive to staff, patrons, or volunteers, patrons and animals may be asked to leave.
- Patrons cannot leave items and possessions unattended in the library. Patrons may not leave items, possessions, or materials in areas that impede access to the library per ADA and fire safety regulations. Unattended items may be discarded, placed in a Lost and Found, or reported to the police, as appropriate.
- Sleeping is not allowed inside of the library for the safety of patrons, staff, and volunteers. Patrons repeatedly woken up by staff members may be asked to leave.

Any patron not abiding by these or other rules and regulations of the library may be asked by any staff member to leave the library building and grounds for the remainder of the day. Serious or continued violations may result in a suspension of privileges for a length of time based on the offense by the Executive Director of the library or librarian-in-charge. To enforce this policy, library employees or other library staff may contact the Pottstown Police Department, if deemed advisable and/or in pursuant of the Code of Ordinances of the Borough of Pottstown, Chapter 6, Conduct, Part 5, and its subsequent revisions, or may contact any other law enforcement agency or agencies, as deemed appropriate or required by law.

Any patron who violates these or other rules and regulations, may, on the recommendation of the Executive Director of the library be denied the privilege of access to the library for a period longer than the original stated period.

A patron who feels privileges have been denied in error may request, in writing, that that the decision be reviewed by the Board of Directors at the next monthly Board meeting.

Patrons who are banned will receive a notice in writing from the Executive Director informing them of the offense, in addition to the terms and length of ban.