

## PATRON BEHAVIOR POLICY

Library patrons shall, at all times, conduct themselves so as to be respectful to the library staff, other patrons, and the library itself. Under no circumstances shall rudeness, disruption of the library, its services or programs, disturbing other patrons, destruction of property, threatening, intimidating, or causing harm to self or others be tolerated.

Should a problem arise concerning the behavior of library patrons **inside the library**, the following procedures will be followed.

1. A warning will be issued verbally to the person or persons responsible for the problem.
2. If the problem persists, the person or persons will be asked to leave the library and library grounds. In the case of a student, parents will be called, and a follow-up letter will be sent.
3. If a second infraction occurs, the person or persons will not be permitted into the library for one week.
4. In the case of a third infraction, the person or persons will not be permitted into the library **for one year from the date of the infraction**. In the case of a student, petition may be made to the trustees for a waiver of this decision.
5. **Any problem occurring in the library which library staff considers threatening will be immediately referred to the Lancaster Police Department.**
6. Problems outside the library building will be immediately referred to Lancaster Police Department.

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