



Customer Code of Conduct

Purpose

To protect the rights and safety of Pima County Public Library customers, volunteers and staff and to protect the library's materials, equipment, facilities and grounds.

Policy

Pima County Public libraries are open to people of all ages and backgrounds. Customers are encouraged to use the library to:

- Read newspapers, magazines, books and other materials
- Check out library materials
- Attend meetings and programs
- Use computers
- Conduct research
- Complete homework
- Seek information

The following actions or behaviors are not allowed on Library property:

1. Failing to comply with: a library staff member's request to stop an inappropriate behavior; this Code of Conduct; or, any other library policy.
2. Any act that constitutes a criminal offense under federal, state, or local law, including, but not limited to:
 - Engaging in prohibited activities that relate to material involving the sexual exploitation of minors;
 - Using the Internet for activity that violates Arizona law, including engaging in activities that are harmful to minors when children are present;

- Theft;
 - Vandalizing library property or causing damage to any other person's property;
 - Indecent exposure, public sexual indecency, lewd acts, or any other sexual offense;
 - Gambling, other than the types exempted by Arizona law;
 - Disorderly conduct, including, but not limited to: fighting; engaging in violent or seriously disruptive behavior; or threatening or intimidating library staff or any library customer;
 - Harassing library staff or any library customer. This conduct includes, but is not limited to: any person for no legitimate purpose after being asked to desist, filming or photographing without asking that person's permission, watching a person for no legitimate purpose; or engaging in any other conduct directed at a specific person that would cause a reasonable person to feel seriously alarmed, annoyed or harassed; and
 - Possessing, using, selling, or transferring any illegal drug.
3. Bringing guns, weapons, knives (other than pocket knives), or other items designed or intended to injure or harm people, unless explicitly permitted by law.
 4. Smoking, chewing or otherwise using tobacco (e.g. rolling cigarettes).
 5. Using abusive or offensive language or gestures.
 6. Consuming food or drink, except in designated areas.
 7. Not wearing shoes or shirts, except for infants or toddlers.
 8. Disrupting library operations because of being under the influence of alcohol, any drug or other intoxicant.
 9. Talking, making noise, running or otherwise behaving in a manner that disturbs other customers.
 10. Entering a library building with animals, except for *bona fide* service animals.
 11. Using radios, TV's, or other electronic devices if the noise disturbs other customers.

12. Disciplining a child in a manner that injures the child or disrupts other customers.
13. Leaving young children unsupervised or ignoring their disruptive behaviors.
14. Putting feet or legs on library furniture that isn't intended for that purpose.
15. Using the library as a place to sleep.
16. Soliciting handouts, donations or contributions.
17. Conducting sales activities.
18. Bringing into the library, or attempting to place or store in the library, any items so large or numerous as to interfere with library operations by:
 - creating a safety hazard
 - denying space to other customers
 - blocking access to or exit from a library
19. Bringing into the library, or attempting to place or store in the library, bags, luggage, backpacks, boxes or other items larger than 17" by 22" by 15.5", except if necessary for medical purposes or for child care.
20. Bringing into the library, or attempting to place or store in the library, any items, regardless of size, that interfere with library operations or are in an unsanitary condition.
21. Intentional or repeated use of a restroom that is inappropriate, including, but not limited to, bathing or washing clothes in fountains or restrooms.
22. Exhibiting bodily hygiene so offensive that it constitutes a nuisance or interferes with other customers' use of a library or with staff's ability to perform their jobs.
23. Engaging in activities not reasonably associated with use of a public library.

Enforcement

These rules will be enforced in a fair and reasonable manner. Library staff and security personnel will intervene to stop prohibited activities and behaviors. Failure to comply with the Library's established policies may result in removal from the premises and, regardless of the customer's age, suspension of library privileges. Law enforcement will be contacted if any customer engages in what is believed to be unlawful or dangerous behavior.

Library staff members are not caregivers or baby sitters. The library is not responsible for any consequences of a parent's or guardian's failing in his or her responsibilities.

Law enforcement will be called if a parent or guardian does not pick up a minor child within 10 minutes of closing.