



Huntingdon Valley Library

Customer Code of Conduct

Adopted by the Board of Trustees: October 13, 2016
Updated July 23, 2020

Huntingdon Valley Library is a community gathering place dedicated to providing public library services to a diverse population without regard to age, gender, racial or ethnic origin, religious background, or economic status. Library users must respect the rights of others and may not harass or annoy others or behave in a manner that reasonably could be expected to disturb other persons.

The following rules of conduct are intended to preserve the library as a safe and pleasant community-gathering place.

Library users may not engage in disruptive/destructive behavior that interferes with the use of the library by other persons or that interferes with a library employee's performance of his or her duties. Prohibited behavior includes but is not limited to:

Illegal Behavior

- Engaging in any activity in violation of Federal, State, local or other applicable law, or Library policy, including but not limited to the Unattended Children Policy, Internet Use Policy, Wireless Policy and Use of Library Meeting Rooms Policy.
- Displaying obscene or sexually explicit materials or Internet sites in violation of federal, state or local laws and/or library policies (see Title 18 of the Pennsylvania Code, Section 5903 and the Library Internet Use policy). Engaging in violent, harassing, unsafe or threatening behavior such as but not limited to staring at, stalking, blocking or following staff or other library users, throwing objects, yelling, offensive touching, and/or obscene acts such as sex acts and indecent exposure.
- Verbally or physically threatening or harassing other customers, volunteers, or staff.
- Being under the influence of alcohol/illegal drugs, or selling, using, or possessing alcohol/illegal drugs.
- Damaging or stealing property of the Library, a Library user or staff member will result in police action.
- Using library materials, technology, equipment, furniture, fixtures, or building in a manner inconsistent with customary use; or in a destructive, abusive, or potentially damaging manner.
- Trespassing in nonpublic areas or being in the Library without permission of an authorized Library employee before or after Library operating hours.

Behavior That Interferes with the Safety and/or Enjoyment of All Library Users

- All Library users must comply with all relevant Department of Health, State and local emergency guidelines.
- Disruptive or unsafe behavior that interferes with another's enjoyment of the library. This includes but is not limited to loud talking, loud audio equipment, use of profanity, fighting, throwing things, uncontrolled or repeated ringing of cell phones, loud cell phone conversations and attempting to initiate unsolicited conversations.
- Failing to comply with a reasonable staff request to cease behavior that interferes with the effective functioning of the Library.
- Soliciting or conducting surveys not authorized by the Library.
- Leaving children or adults who are in need of supervision unattended or not attending to any disruptive child or adult. Disruptive behavior includes but is not limited to running, screaming, crying, etc. Caregivers may be asked to soothe or settle a disruptive child or adult outside of the library premises. For more information, see the Unattended Children Policy.
- Bringing pets or animals, other than service animals necessary for disabilities, into the Library, except as authorized by staff.
- Leaving personal or valuable items unattended.
- Blocking entranceways, vestibules, staircases or other common areas or travelways.
- Neglecting personal hygiene so that it interferes with another's enjoyment of the library. This includes but is not limited to excessive body odor, soiled diapers and unlaundered clothing.
- Using the library restrooms for sleeping, bathing, shaving, washing hair and changing clothes.
- Using the Library's telephone to arrange for transportation to or from the library is permitted, with the permission of library staff. Staff may ask the general nature of the call prior to giving permission. All calls should be completed quickly and quietly.
- Entering or remaining in the library without appropriate street attire.
- Eating and drinking while using Library computers.

The Board of Trustees has implemented the following requirements due to Covid-19 virus.

1. If you have tested positive for the Covid-19 Virus within 14 days, been exposed to it, or have symptoms, please make use of our online services from your home.
2. All persons entering the library must wear a face covering and maintain social distancing (a minimum six-foot distance from all other persons). Face coverings must comply with guidelines from the state Department of Health.
 - a. Masks must be worn over the nose and mouth at all times.

- b. Reasonable accommodations including curbside pickup and WiFi available outside of the building will be implemented.
3. Children under the age of two are exempt from wearing a face covering, but must be closely monitored at all times by their parent or guardian.
4. A disposable face mask will be provided free of charge to individuals who do not have a face mask.
5. Reasonable accommodations such as contactless pickup and online resources are available to those who are medically prevented from or decline to wear a face covering.
 - a. Entrance into the library without a face covering is not a valid accommodation.
6. Those refusing to properly wear a face covering or to maintain six-foot distance will be required to leave the library. Refusal to leave the library for not following this policy could result in being banned from the library for a specific period of time.

Enforcement of the Code of Conduct

- Enforcement of these rules will be conducted in a fair and reasonable manner.
- In most cases of inappropriate behavior, a verbal warning will be given by a member of the Library staff. If the behavior continues, the customer may be asked to leave the Library.
- Anyone may, without prior notice or warning, be removed from the premises if his or her presence or conduct is threatening, willfully malicious or poses an immediate and imminent danger to any person or property.
- Library staff may immediately contact the Lower Moreland Township Police and/or the parents of the offenders if anyone is asked to leave and refuses to do so.
- Violators of these rules may be banned from the Library for a set period of time or permanently, and their Library privileges may be restricted or terminated. In addition, violation of these rules or failure to abide by such banning may lead to arrest and criminal prosecution.
- Any person who is banned from the Library for a period in excess of one week will be notified of such in writing by the Director and has the right to appeal by requesting a hearing before the Executive Committee of the Board of Trustees of the Library, provided such hearing is requested by written notice addressed to "Executive Committee, Board of Trustees, Huntingdon Public Library, 625 Red Lion Road, HV, PA 19006", mailed no later than twenty (20) business days after the date on which the notification of the banning was mailed to such person.