

POLICY QUESTIONS TO ADDRESS

1. What type of an experience does the library wish its customers to have when they come to the library?
2. Do any state laws or local regulations specifically address behavior in the library? If so, what is addressed?
3. How does the library's expectations of customer behavior support the library's goals and objectives?

REGULATIONS QUESTIONS TO ADDRESS

1. What expectations does the library have of each of its customers to ensure that every customer has a pleasant and successful visit to the library?
2. May a customer use a cell phone or pager in the library?
3. May a customer bring food or drink into the library?
4. May a customer bring an animal, other than a service animal, into the library?
5. May a customer carry a concealed weapon in the library?
6. What behaviors does the library consider unacceptable when they occur in the library or on library property?
7. How are customers made aware of the expectations that the library has for their behavior?
8. What should a staff member do when he or she is aware that one or more customers are not observing the library's customer behavior guidelines? What should the staff member do if the customer does not respond to the staff member's request that an unacceptable behavior must cease?
9. If the library has security staff, how are they involved in enforcing the library's customer behavior guidelines?
10. Under what circumstances are the police notified when a customer's behavior is inappropriate?
11. To whom should a customer be referred if he or she believes they have been wrongly accused of violating the library's customer behavior guidelines? What process will the library follow to respond to these complaints?
12. To whom should a customer be referred if he or she believes that the library's customer behavior guidelines are inappropriate? What process will the library follow to respond to requests for revision of the customer behavior guidelines?