

CUSTOMER CONDUCT POLICY

Purpose

Protect the rights and safety of Safford City – Graham County Library (“Library”) customers, volunteers, and staff, while ensuring that access to the Library’s materials, equipment, facility, programs, or services is not negatively impacted by behaviors that create an environment that is disruptive or unsafe.

Policy Statement:

Library facilities 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, use computers, conduct research, complete homework, or attend events/programs.

A. Customer Conduct

The following actions and behaviors are not allowed within the Library or on its property:

1. Disorderly behavior of any kind, including yelling, excessive noise, running in the building, or otherwise causing a disruption to the Library;
2. Use of a cell phone, digital device, audio equipment, audio-visual equipment, or similar equipment so that it disturbs staff or other customers (Note: cell phone conversations are permitted in the lobby and outside the building);
3. No food or drink in the Library, with the exception of water (food and other non-alcoholic drinks may be consumed in the lobby);
4. Vandalizing or defacing Library materials or property including books, audio-visual materials, furniture, walls, computer equipment or facilities and includes removing security devices. [A.R.S. 13-1602](#);
5. Theft of library materials, equipment, or property from the building;
6. Indecent exposure, voyeurism, or public sexual acts. [A.R.S. 13-1402](#), [13-1403](#) and [13-1424](#);
7. Bringing firearms or other deadly weapons into the building per [A.R.S. 13-3102](#);
8. Smoking or other uses of tobacco including electronic/vapor cigarettes. ([A.R.S. 36-601.01](#));

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9. Possessing or consuming alcohol or illegal drugs or being under the influence of alcohol or illegal drugs. [A.R.S. 13-3401 et seq.](#);
10. Harassment – verbal or otherwise – of Library customers or staff. This includes, but is not limited to:
 - Intimidation;
 - Physical abuse;
 - Use of profanity or abusive language – verbal or written – toward other library customers or library employees;
 - Staring at, or following another person in the Library with the effect of annoying a person of reasonable sensibilities;
 - Sexual harassment or harassment on account of religion, ethnic background, gender, disability or sexual orientation;
 - Filming or photographing any person without asking that person’s permission;
 - Continuing to film or photograph any person after being asked to desist
11. Gambling. [A.R.S. 13-3301 et seq.](#);
12. Violating the provisions of the Electronic Resources Policy;
13. Bringing animals into the building, except for service animals as defined by federal and state law [A.R.S. 11-1024](#);
14. Sleeping in the Library; using restrooms for washing clothes or bathing;
15. Not wearing shoes or shirts, except for infants or toddlers;
16. Blocking any Library aisle, entrance or exit;
17. Selling products or services, soliciting for personal gain, or approaching Library customers within the Library or lobby for the purpose of obtaining signatures for petitions;
18. Leaving personal property unattended in the Library. The Library is not responsible for lost, damaged, or stolen property.
19. Violating any ordinance, law, or regulation of the City of Safford, the State of Arizona, or any of its political subdivisions, or of the United States.

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B. Children in the Library

Children are expected to conduct themselves in a manner that does not disrupt other customers. Library staff members are not caregivers or childcare providers. Caregivers and/or legal guardians are responsible for children within their care.

Children age eight (8) and older may use the library without a caregiver and/or legal guardian. Children under the age of eight (8) must always be accompanied by a caregiver or legal guardian who is at least 14 years of age.

C. Health and Safety

The Library aims to maintain a healthy and clean environment for all Library customers and to protect the investment in Library collections, equipment, and property. To fulfill this responsibility, the Library may restrict a customer's ability to borrow materials and/or visit the Library when such use may jeopardize the health and cleanliness of customers and the Library.

1. Examples of situations where the borrowing of materials may be suspended include, but are not limited to:
 - Evidence that materials checked out to a customer may have been returned with insects that are known to be damaging to Library materials (i.e. roaches, silverfish, beetles)
 - Evidence that materials checked out to a customer may have been returned with insects that can result in pest infestation in Library facilities (i.e. bed bugs or roaches)
 - Evidence that materials checked out to a customer may have been returned with bodily fluids that are a health hazard to other customers and/or are damaging to Library materials (i.e. animal or human urine/feces)
2. Examples of situations where access to Library facilities may be suspended include, but are not limited to:
 - Customers or customer possessions with fleas or lice
 - Customers with clothing that is stained with urine or feces
 - Evidence of vandalism of Library facilities with bodily fluids

Should it become necessary to suspend Library privileges of a customer in order to protect other customers and Library facilities, notification of the suspension will be made by the Library Director. If applicable, access to facilities and borrowing can be restored when the suspended customer demonstrates that the situation that caused the loss of privileges has been remediated.

D. Enforcement and Consequences:



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This policy will be enforced in a fair and reasonable manner. Library staff will intervene to stop prohibited activities and/or behaviors. Law enforcement will be contacted if any customer violates Library policy after being notified by staff or engages in what is believed to be unlawful or dangerous behavior.

If a customer violates this policy, Library staff may ask a customer to leave the Library for a specified time period, suspend all Library privileges, or both.

E. Appeal:

Suspension of Library privileges may be issued and may be appealed to the Library Director within seven days after the suspension. A suspension will remain in effect for the stated duration unless overturned or modified by the Library Director. The Library Director's decision is final.