



Pioneer Library System Policies

Customer Rules of Conduct Policy

1. Purpose

The mission of the Pioneer Library System is to connect library users to the joy of reading and information for lifelong learning. Pioneer provides facilities, materials and staff services to customers to accomplish this mission. Customers who unreasonably restrict other customers' access to facilities, materials and staff services may lose library privileges. Oklahoma Law [65 O.S. §4-105(a)] authorizes library systems to adopt rules and regulations for the operation of the system as are deemed necessary or expedient. To achieve the Pioneer mission and encourage the widest possible use of library facilities, materials and services, the Pioneer Library System Board of Trustees has adopted these rules for customer conduct.

2. Policy

2.1 Actions that unreasonably interfere with other customers' access to library facilities, materials and services are not permitted. Such actions include the following:

- a. Physically, sexually, or verbally abusing or harassing other customers or staff, including, without limitation, unwanted attention such as initiating unwanted conversation, stalking, touching and staring for long periods of time at other persons;
- b. Defacing, destroying, or tampering with library property or equipment;
- c. Behaving in a disorderly, loud, or disruptive manner;
- d. Offensive language;
- e. Soliciting funds, or panhandling in the library or on library grounds;
- f. Using radios, tape players or other personal listening equipment at a level that can be heard by others;
- g. Indecent exposure;
- h. Failure to maintain bodily hygiene that is tolerable by other customers and staff; and
- i. Utilizing staff time to the extent that staff is unable to provide services to other customers.



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2.2. Access to the children's section of the library is limited to minor children, adults accompanied by minor children and customers using materials that are not available at any other location in the library. Care takers may not leave children under the age of 11 unattended in any part of the library. Unattended means that the responsible person is not within sight of the child. (See PLS Policy on the Safety of Children.)

2.3. Using public restrooms to bathe, shave, change/wash clothes or utensils is not permitted.

2.4. Customers will comply with the library's circulation policy, including checking out all materials through approved circulation devices, and will allow library staff to examine packages, briefcases and any other container before customers leave the building.

2.5. Wheeled devices (except for wheelchairs, walkers and strollers) shall be left outside, and may not obstruct traffic entering or exiting the building.

2.6. Customers over the age of 11 shall wear shoes and garments covering the upper and lower torso of their bodies.

2.7. Customers shall not engage in any activity prohibited by law.

2.8. Customers may bring service and therapy animals into the library and shall not bring other animals into the library.

2.9. Customers shall not use tobacco and may not possess or consume alcoholic beverages on library property.

2.10. Customers shall not carry any weapon on library property unless authorized by law.

2.11. Customers shall comply with all library policies, including time limitations on use of equipment and materials.

2.12. Customers shall not use emergency exits other than during an emergency and shall not enter unauthorized workspaces or office areas.

3. Enforcement

3.1. Violation of these policies may result in the customer's library privileges being limited or revoked, removal of the customer from the building, or criminal prosecution if the conduct constitutes a violation of either State law or the Municipal Code of the city in which the library is located. Penalties may range from a one day suspension up to and including a two year revocation of all library privileges.



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3.2. Unless the customer action presents a threat of immediate physical harm to another customer or employee, library staff will issue an oral warning the first time a customer's actions violate library policy in a day. The customer will be required to leave the library for the remainder of the day if the customer violates any library rule during the remainder of the day during which the warning is issued.

3.3. If the customer action presents a threat of immediate physical harm to another customer or employee, the customer will be required to leave the library for the remainder of the day if the action does not cease immediately.

3.4. If the customer's bodily hygiene is intolerable, the customer will be required to leave the library and may return only after the odor has been moderated.

3.5. Orders to leave the library will be made in writing and may be made by any staff member.

3.6. If a customer receives more than two documented warnings within a thirty day period, the customer's library privileges may be revoked for a period of one week to one month. A customer whose library privileges have been revoked must meet with the Director or designee prior to resumption of library privileges. The purpose of the meeting will be to review the Rules of Conduct policy.

4. Appeals

4.1. A customer whose privileges have been revoked for longer than the remainder of the day may appeal the revocation by a written petition to the Pioneer Library System Director within ten days after the revocation. The Pioneer Library System Director or designee may consider the appeal based on the written petition or may confer with the customer and may confer with staff. The Pioneer Library System Director or designee will respond to the appeal, in writing, within ten days after the appeal is made.

4.2. A customer may appeal the decision of the Pioneer Library System Director or designee by a written petition to the Pioneer Library System Board of Trustees within ten days after the decision of the Pioneer Library System Director or designee is made. The Board of Trustees may consider the appeal based on the written petition and may confer with the customer and may confer with staff. The Board of Trustees will respond to the appeal at the next regularly scheduled board meeting or at a special board meeting scheduled to consider the appeal.

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