

EFFECTIVE DATE: September 18, 2018

SUBJECT: Customer Code of Conduct

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1. Policy

Enforcement of these rules will be conducted in a fair and reasonable manner. Library staff and/or Spokane Police Officers will intervene to stop prohibited activities and behaviors. Failure to comply with the Library's established rules, regulations, and policies could result in removal from the premises and exclusion from the Library.

Violations could also result in the restriction and/or termination of Library privileges, including the use of Library computers and other equipment (RCW 27.12.290).

Conduct that would constitute a violation of the Spokane Public Library's Customer Code of Conduct includes, but is not limited to, the following actions:

**#1 Noncompliance with laws and staff requests**

- Engaging in any activity in violation of Federal, State, Local or other applicable law, or Library policy.
- Carrying firearms and dangerous weapons of any type in violation of state and federal law, including RCW 9.41.050 and 9.41.270.
- Smoking, chewing or use of tobacco or vaping devices in Library facilities or within 25 feet of entrances (RCW 70.160.075).
- Neglecting to provide proper supervision of children (Spokane Public Library Safe Child Policy Document #1.16)

**#2 Avoid any behavior that interferes with others' enjoyment of the library or is inconsistent with appropriate library usage**

- Being under the influence of alcohol/illegal drugs, or selling, using, or possessing alcohol/illegal drugs.
- Verbally or physically threatening or harassing other customers, volunteers, or staff, including stalking, staring, lurking, offensive touching and obscene acts such as sex acts and indecent exposure.
- Unreasonably disturbing others by engaging in loud, raucous, unruly, harmful, or harassing behavior.
- Fighting or challenging to fight, running, pushing, shoving, or throwing things.

- Being in the Library barefoot or in stocking feet, without a shirt, with strong body odor or personal hygiene, strong fragrances or being otherwise attired so as to be disruptive to the library environment.
- Using audible devices without headphones or with headphones set at a volume that disturbs others. Using personal communication devices in a manner that disturbs others.
- Using restrooms in an unsafe or disruptive way including but not limited to loitering, vandalism, or illegal drug use.
- Lying down or sleeping in the restrooms or on any floor, couch, table, or seat in the Library.
- Blocking aisles, exits, or entrances.
- Leaving unattended items in the Library.
- Bringing food and/or drink outside of designated area or bringing in food with strong odors.
- Bringing animals, other than service dogs, into the building unless authorized by the Executive Director.

**#3 Avoid any activity that can be expected to damage or obstruct library property or property of others**

- Soliciting or conducting surveys not authorized by the Library.
- Stealing, damaging, altering, or inappropriately using Library property including computer hardware and software, printers, copiers, phones, and other equipment. Malfunctioning equipment should be brought to the attention of library staff for repair.
- Trespassing in nonpublic areas.
- Being in the Library without permission of any authorized Library employee.
- Making messes or littering.

