CUSTOMER CODE OF CONDUCT

Welcome to the Thorntown Public Library. Our goal is to offer the best service possible to library customers and visitors in an inviting environment. You can help us achieve this by following these rules.

Preschool children must be accompanied by a parent/adult when in the Children’s Department. Parent/adult caregivers should not leave young children unattended while using other areas of the library, unless that child is participating in a supervised, scheduled program such as a story time or an after school program.

The following are not permitted on library property:

- Loud, abusive, or obscene language
- Gambling
- Any form of sexual misconduct, including exposure, offensive touching or sexual harassment of other customers or staff
- Eating or drinking in the library building (other than in designated areas and from leak-proof containers)
- Unauthorized animals
- Use of tobacco products or e-cigarettes except outside east and south doors
- Horseplay, running, or fighting
- Bicycles, scooters, skates, roller blades, or shoes with wheels are not permitted in the library building. Bicycles should be parked in the bike racks while owners are using the library facilities.
- Any behavior that presents danger to the life or safety of others.
- Unauthorized possession of controlled substance
- Playing on the elevator or stairs
- Begging
- Any illegal behavior
- Disruptive conduct
- Theft, damage, or destruction of library property.

Shirts and shoes are required while on library property.

Any person who poses a health or sanitary risk or a nuisance to other persons, causes damage to library property, or does not cooperate with library staff when asked to follow library policy will be requested to leave the premises.

In the event that a customer violates any of these rules, a staff member will tell the individual that his/her behavior violates the Customer Code of Conduct, and that it must stop. If the individual continues the behavior, he/she will be asked to leave the library. If the individual refuses, the police will be called to remove the individual from the premises.

A customer may be banned from the library for a specific amount of time. In some cases, a violation of the conduct rules may result in legal prosecution.

With everyone's cooperation with the above policy, the library will continue to be a pleasant environment for our customers and visitors.

The Board of Trustees of the Thorntown Public Library reserves the right to change this policy without notice.

Approved by Board 5/13/2013
Revisions approved 1/13/2014