



## Public Space Policy

### Customer Service

- Staff will treat every library patron with equal respect and every request with equal importance
- Every library patron that walks through our doors will be greeted in a friendly manner
- Courtesy and attention to the needs of the patron will be key to all interactions
- Staff will fulfill all reasonable requests respectfully and in a timely manner
- Staff will respect library patron's right to privacy and confidentiality
- Staff should refrain from using library and computer jargon when assisting library patrons
- Escort patrons to what they are looking for whenever possible
- Answer the phone in a friendly and courteous manner
- When calling about overdues, keep your voice low as you are discussing confidential information in a public area of the library
- Keep staff conversations about library business at the front desk to a minimum
- Staff are expected to be familiar with and able to explain library policies and procedures to library patrons
- Staff will respond to inquiries with factual information but will refrain from offering personal opinions
  - Do not espouse your personal beliefs or opinions in the library in any manner while acting as a representative of the library
  - Reader's Advisory services do not fall under this condition

### Quiet Room

- Maximum capacity is 20
- Reservations are suggested to ensure availability
- Except as a designation of location, the library's name may not be used in any publicity
- Organizations must fill out an application and be approved by Director
- Library use and local history use are first priority and can use the room even if others are already using it

### Problems that arise

- Incident/Accident Reports
  - Fill out a report when a major issue occurs on library property
  - Verbally notify Director/Asst. Director
- Patrons with Patron Issues (patrons that complain to staff about other patrons)
  - Noise related
    - Ask to quiet down, if they persist after three warnings, ask them to leave

- Body related
  - Ask to cover up, we are a family friendly environment
  - After three requests, ask to leave
- Patron Account Issues
  - Resolve at desk if possible
  - Ask for assistance when needed from Asst. Director or Director

#### Tutors

- Tutoring is not allowed in the Children's area unless the child is under 10
- Tutors may not use the Quiet Room without approval from the Director
- If all study area tables are in use, additional folding tables may be set up for public use

#### Miscellaneous

- Adults will be asked to move from Teen area if they are deterring teens from entering or if teens complain
- Adults or teens not accompanying children should not loiter in the Children's section and will be asked to move
- Postings in foyer need to be approved by staff
- Exhibits and Displays must be approved by Director/Asst. Director

#### Copyright

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