

CUSTOMER RIGHTS AND RESPONSIBILITIES

Person Responsible: Linda Shaw

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The Aurora Public Library is for everyone's enjoyment and supports the rights of all individuals to:

1. Use the library without discrimination.
2. Receive friendly, courteous and respectful service.
3. Have free and equal access to information.
4. Have a clean, comfortable and pleasant environment.
5. Use the library undisturbed without threat of harm, invasion of privacy and property or interference.

The following guidelines for customer conduct are essential to ensure respect for individuals who use this public facility:

A. To ensure a clean, safe, comfortable and pleasant environment, the proper use and care of all library materials and buildings is essential and customers should:

1. Not deface buildings or improperly remove library materials, equipment, or furniture.
2. Consume food only in designated areas, which may vary among Aurora library facilities.
3. Ensure sidewalks outside and indoor passageways remain obstacle-free.
4. Park bicycles or other vehicles only in designated areas.
5. Not use skateboards, rollerblades, roller-skates, or scooters in the library, on library premises or common areas shared with other businesses. These are prohibited uses.
6. Not bring into the library large backpacks, bedrolls, or other large bulky items that may block aisles.
7. Not bring animals or vehicles into the library except as required by people with disabilities or as part of an approved program.
8. Promptly leave the library at closing time.

B. To ensure the safety of children:

1. Children ages 7 and younger should not be left in the library unattended. Adults 18 and over may be asked to leave designated children's areas if they are not using the collection or specific services in that area.
2. Children should be respectful of library materials, furniture, and other property.

C. To allow for uninterrupted service, library phones are for staff use only.

D. To ensure individuals' right to use the library to the fullest extent and free of disruption, customers in the library should refrain from:

1. Threat of physical harm or attack, or any act of violence; and any persistent and intentional harassment of customers or of employees where clearly the purpose is to be disruptive.
2. Loitering or sleeping in the library.
3. Disturbing others with loud or boisterous conduct.
4. Soliciting or panhandling.
5. Using profane, obscene or injurious language.
6. Sexual harassment, verbal or physical, and sexually deviant behavior directed at customers or staff.
7. Using and/or being under the influence of tobacco products, alcohol or illegal drugs, or using these products inside library facilities.
8. Being a nuisance to others due to offensive odor.

9. Cell phones and pagers should be answered promptly and used quietly so as not to disturb others.
10. Customers should abide by established PC-usage time limitations.
11. Customers should follow the Aurora Public Library's Internet Access Policy (posted at www.auroralibrary.org) and all other applicable Aurora Public Library policies.
12. Customers are expected to wear proper attire, including a shirt and shoes, which are required.
13. Any other behavior that presents a safety or security risk, or that interferes with other individuals' right to use the library to the fullest extent and free of disruption.

The Library reserves the right to refuse access to Library property and to press applicable charges against anyone who does not comply with the above expectations and who refuses to cooperate with Library personnel.

_____/s/
CHAIR
LIBRARY BOARD

_____/s/_____
DIRECTOR
LIBRARY, RECREATION &
CULTURAL SERVICES