



# Customer Behavior and Security Policy

The Aurora Public Library encourages the public to use its facilities, materials, and services to discover, create, connect, and succeed.

These guidelines ensure the safe, comfortable, and respectful use of the library.

Customers can, in return, expect the following from the library and library staff:

- To receive helpful, prompt, and knowledgeable service
- To foster a welcoming and inclusive environment for all people
- To provide fair enforcement and assistance to ensure a safe environment

## Expectations of Customer Behavior:

- **Customers are expected to** treat others, spaces, materials, and services with respect.
- Behavior which may disturb others, cause safety concerns, or interfere with others' use of library facilities is prohibited, including, but not limited to, loud, abusive, obscene or threatening language or audio, physical or verbal harassment of staff or other customers; or offensive, pervasive odor that interferes with others' use of the library.
- Customers may consume snacks and covered, non-alcoholic drinks in the library. In some designated areas, including computer areas, no food or drink is allowed. Hot foods, odorous, and large meals are also not allowed in the library.
- Drinking alcoholic beverages on library property is prohibited. Using drugs on library property is prohibited. Entering the library in a perceived or actual state of intoxication or in a perceived or actual state of being under the influence is prohibited.
- For the safety of all, customers must keep high traffic areas, doorways, aisles, and stairways clear.

- To ensure a safe and respectful space for all to use, smoking, vaping, and sleeping are not permitted in the library.
- We may prohibit or ask customers to get prior permission from a library staff member in charge prior to taking a photo, video, or audio recording while on library property.
- Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities and are allowed in the library. Service animals do not need to wear an identifying marker. Animals not fitting the description of a service animal are prohibited.
- Any conduct in violation of library policies, or federal, state, or local law, is prohibited.
- Failure to abide by these expectations may result in loss of library privileges, up to and including being asked to leave the library and temporary banning. Any customer whose privileges have been denied may have the decision reviewed by the Board of Directors upon written request.

**Security Camera Placement and Purpose Guidelines:**

Security cameras are used to enhance the safety and security of library users and staff, by discouraging violations of this policy, to assist library staff in preventing the occurrence of any violations, and when necessary, to provide law enforcement assistance in prosecuting criminal activity.

- Signs will be posted at all entrances informing the public and staff that security cameras are in use. Cameras will not be continuously monitored, so the public should take appropriate precautions for their safety and for the security of their personal property.
- Video records and still photographs may be used by authorized individuals to identify those responsible for library policy violations, criminal activity on library property or actions considered disruptive to normal library operations as described in this policy.

Approved by the Library Board of Directors January 22, 2020, effective February 17, 2020.