

APACHE COUNTY LIBRARY DISTRICT PATRON RIGHTS AND RESPONSIBILITIES

This is a statement of the rights and responsibilities of all those seeking services from any branch of the Apache County Library District. We are committed to providing you with quality information access and services. The ability to provide such quality assistance requires the involvement and cooperation of the entire library community, staff and patrons. Library staff must operate the libraries and provide services that meet certain standards. Patrons also have responsibilities to insure that the library environment offers maximum benefits to the maximum number of patrons.

Please familiarize yourself with this information so you can keep us accountable, but you also can actively participate in creating a positive library environment.

Patron Rights

All patrons of the Apache County Library District have a right to:

- 1) courteous, informed, and timely assistance from all library personnel;
- 2) access to print, media, and electronic resources as prescribed by the policies and procedures of library branch visited;
- 3) access to all public programming sponsored by the Library District;
- 4) discrete and secure handling of all personal and private information submitted to the library for acquiring information;
- 5) a clean and safe environment in which to research, access, and acquire information;
- 6) report to library personnel any incidents in which a patron's rights are being or have been violated by another individual or group, whether it be patrons or staff;
- 7) protection of their rights as prescribed by the United States Constitution, and all relevant local, state, and federal laws.

Patron Responsibilities

Each patron agrees to:

- 1) be and stay informed of Library District policies, which are posted and available to patrons at all library branches. All policies are approved by the Apache County Board of Supervisors;
- 2) use all library equipment, furnishings, and borrowed materials in a manner that does not damage these items;
- 3) return all borrowed materials in a timely manner as established by library procedures so they are available for use by other patrons. If items are not returned on time, the patron who checked out the item is responsible for paying any associated charges/fees;
- 4) conform to standards of behavior in a public facility or on public property as prescribed by this statement of rights and responsibilities, Library District policies

and procedures, local, state, and federal law, as well as standards deemed necessary by the library staff if not covered by any of the preceding. These standards include but are not limited to the following behaviors.

Patrons will refrain from:

- consuming food or drink, except in designated areas;
- smoking, chewing or otherwise using tobacco (e.g. rolling cigarettes);
- talking, making noise, running or otherwise behaving in a manner that disturbs other customers, or library staff;
- entering a library building with animals, except for *bona fide* service animals (*bona fide* - proof of certification must be presented to library staff); using radios, TV's, or other electronic devices without earplugs and if the noise disturbs other customers;
- leaving minors under the age of 10 or those minors who are unable to comprehend and comply with these patron rights and responsibility, unattended and unsupervised, leaving them attended by another minor under the age of 18, or ignoring their disruptive behavior(s), or leaving them without transportation from the library property;
- putting feet or legs on library furniture that isn't intended for that purpose;
- using the library as a place to sleep;
- engaging in activities not reasonably associated with use of a public library;
- entering library without shoes or shirts, except for infants or toddlers;
- exhibiting bodily hygiene so offensive that it constitutes a nuisance or interferes with other customers' use of a library or with staff's ability to perform their jobs;
- using abusive or offensive language and/or gestures;
- soliciting handouts, donations, or contributions;
- conducting sales activities;
- engaging in or instigating disorderly conduct, including, but not limited to: fighting; violent or disruptive behavior, or threatening or intimidating library staff or any library customer;
- harassing library staff or any library customer. This includes, but is not limited to: any person persisting in actions or behaviors toward another patron after he or she has asked the individual to stop; for no legitimate purpose filming or photographing without prior consent, watching a person for no legitimate purpose; or engaging in any other conduct directed at a specific person that would cause a reasonable person to feel alarmed, annoyed or harassed;
- using the Internet for activities that violate Arizona law, including engaging in activities that are harmful to minors when children are present;
- engaging in prohibited activities that relate to material involving the sexual exploitation of minors;
- disciplining a child in a manner that injures the child or disrupts other customers;
- stealing;
- disrupting library operations because of being under the influence of alcohol, and drug or other intoxicant;
- vandalizing or causing damage to library and/or other person's property;

- engaging in public sexual indecency, indecent exposure, lewd acts, or any other sexual offense;
- possessing, using, selling, or transferring any illegal drug(s);
- gambling, other than types exempted by Arizona law;
- engaging in activities to do bodily harm to oneself including mutilation, cutting, or attempting suicide.

Parents, guardians, or assigned chaperones are responsible for the care, safety, supervision, and well being of their children during any visit to the library. Library staff cannot and will not take responsibility for watching or caring for patrons' children during any visit to the library. Children age 10 and over who can understand and follow library policies may be in the library unattended. However, if that child exhibits behavior(s) that do not follow set procedures, he or she will be asked to leave the library and not return unless attended by an adult.

Patron(s), including parents or guardians, who are unable or unwilling to fulfill their responsibilities as patrons will be asked by library staff or public safety officials to leave the premises of the library and may risk suspension or permanent loss of library privileges district wide.