

**Arrowhead Library System Patron Behavior Policy –
Adopted by the Arrowhead Library System Governing Board: December 8, 2016**

To ensure that all people who use the Arrowhead Library System (ALS) services and who work at the ALS Headquarters in Mountain Iron can do so in a comfortable and safe environment, ALS reserves the right to determine what it considers to be disruptive or inappropriate behavior by the patrons in the ALS building, on the phone with ALS staff, on the ALS Bookmobile, or using the ALS Mail-A-Book service. In order to make certain that every patron has the opportunity to enjoy the benefits of ALS services, patrons visiting or using ALS facilities or services must comply with the following policy.

Dangerous, destructive or illegal conduct, including but not limited to the following, will not be tolerated:

- Physical abuse or assault, including fighting or challenging others to fight;
- Engaging in intimidating or harassing behaviors, including following/stalking other patrons or ALS staff, staring fixedly or leering at others, and inappropriate contact via email/text messages/phone
- Making violent or threatening statements to others; and
- Damaging, destroying, stealing or otherwise vandalizing ALS property.

Any patron engaging in one or more of the above behaviors will be instructed to leave the facility immediately and may have his or her ALS service privileges suspended for a period of up to one (1) year depending on the severity of the violation. In addition, law enforcement may be called and appropriate legal action may follow.

The following behaviors are also prohibited:

- Using harassing, obscene, abusive, threatening, insulting language or gestures;
- Leaving children under the age of ten (10) unattended by a parent, guardian or caregiver;
- Annoying other patrons by talking, gesturing or otherwise interfering with their ability to read, study, contemplate or otherwise use ALS services;
- Interfering with ALS staff's performance of their duties;
- Entering ALS facilities with animals other than service animals authorized by law;
- Possessing, consuming, exchanging, selling or being under the influence of alcohol or illegal drugs;
- Smoking in ALS buildings or ALS vehicles;
- Making loud or unreasonable noise, including but not limited to the use of electronic equipment or mobile devices at a volume that disturbs others.

Engaging in any of the above behaviors may result in one or more of the following consequences, depending on the severity of the violation:

- Initial warning, given copy of Arrowhead Library System Patron Behavior Policy
- ALS library privileges suspended for one (1) day;
- ALS library privileges suspended for seven (7) days;
- ALS library privileges suspended for up to one (1) year.

Patrons who are suspended from using ALS services for a period exceeding one day may petition to have their suspension reviewed by the ALS Executive Director.

Please inform an ALS staff member, or ALS supervisor if you are ALS staff, if you observe anyone behaving in a suspicious or inappropriate manner.