



# Customer Conduct Policy

The Customer Conduct Policy encourages behavior that supports the library’s mission. Those unable to comply with acceptable behavior may be required to leave and may lose library privileges. This policy is in force on all library premises including bookmobile locations. The Library staff may enforce this policy by checking bags; requesting identification; or, searching or removing unattended items.

## **Be respectful of others.**

- Do not harass or threaten another person. This includes but is not limited to physical, sexual, or verbal abuse; using “fighting words;” throwing things; soliciting, selling, or campaigning; interfering with the free passage of others.
- Do not engage in disorderly or disruptive behavior. This includes but is not limited to yelling, loud cell phone usage or playing audio equipment loudly; sleeping or loitering; being under the influence of drugs or alcohol; roughhousing; poor personal hygiene; bringing animals into the library with the exception of service animals or animals used in library sponsored programming.
- All Topeka and Shawnee County Public Library buildings, grounds, and vehicles are smoke and tobacco free. Tobacco use and smoking in all forms including the use of electronic cigarettes and smoke-free oral tobacco products is not permitted on any property owned by the Topeka and Shawnee County Public Library. This includes any facility and vehicle, with the exception of personal vehicles.
- Dress appropriately. Shirt and shoes are required.
- Maintain silence in the designated quiet areas of the library.

## **Be respectful of library property.**

- Drinks with lids or caps are allowed except in the Gallery. Snacks are allowed in the Movies & Music Lounge in the non-carpeted area, Claire’s Courtyard and Claire’s Sunroom. Snacks are small packaged items like chips, cookies and other vending machine type items. Also allowed are small food items not requiring utensils like granola bars and fruit. Snacks are NOT fast food, restaurant meals or ice cream. These rules also apply to those attending functions in the library meeting rooms unless the food is purchased from the Millennium Café. All food & beverages consumed in the Millennium Café must be purchased from the Millennium Café.

Questions about this policy? We encourage your feedback in person, by telephone at 785.580.4400 or at <http://www.tscpl.org>



- Keep your belongings safe with you.
- Bicycles, scooters, or small motorized vehicles must be parked in the bike racks outside the library. They may not be chained to trees or benches or other inappropriate places. Small items such as skateboards, roller blades or skate shoes may be brought into but cannot be used inside the library or on the library front sidewalk.

**Be safe.**

- Stay in the public areas of the library during normal open hours.
- Only people age 12 through 18 are allowed in The Edge (teen area) during posted times.
- Adults and children age 12 and older can use the Level 2 Tech Center independently, however children under age 12 must be accompanied by an adult.
- Do not go into unauthorized areas unless accompanied by staff.
- Do not stay in the library during hours the external doors are locked.
- Do not leave a child or vulnerable adult unattended. A vulnerable adult is one who cannot take care of him/herself, requires assistance to move about, and/or communicate with others. A child is one who is under the age of 8 and who does not have a caretaker 12 years of age or older present.
- Do not photograph children without the express permission of each child's parent or guardian.
- Follow emergency procedures. Leave the building when requested by staff in case of fire, fire drills, or other emergencies. Go to the basement when requested for tornado warnings or drills or other emergencies. Customers who do not follow emergency instructions must leave library property without delay.
- Follow all the policies, rules, and guidelines of the library. Do not engage in activities that are not related to the proper use of the library.
- Unless permitted by Gun-Free School Zones Act, (18 U.S.C. §922), guns and other weapons are not allowed in the Library buildings or on its parking lots, sidewalks, parks and grounds, and bookmobiles.
- Follow all local, state, and federal laws, codes, rules, and regulations.

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## **Grievance Policy for Customer Suspension**

When a member of the public is asked to leave the library and that person wishes to contest the action or request the length of time be shortened; the following, progressive steps may be taken:

1. Contact the Safety and Security Supervisor to address the grievance. The Safety and Security Supervisor has the authority, based on the facts of the incident, to adjust the length of time or to establish alternative responses to the initial incident.

Should an agreement not be reached with the Safety and Security Supervisor;

2. Contact the Chief of Staff. The Chief of Staff has the authority, based on the facts of the incident, to adjust the length of time or to establish alternative responses to the initial incident.

Should an agreement not be reached with the Chief of Staff;

3. The Chief Executive Officer has ultimate authority to determine the final decision, based on the facts of the incident.

Approved: April 18, 2024

Board of Trustees  
Topeka and Shawnee County Public Library

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