

PATRON RIGHTS AND RESPONSIBILITIES

All Paris-Bourbon County Library staff members are trained to understand and embrace the notion that the Library patrons are valuable and should be treated with great respect.

Staff members know that patrons have rights and these rights include:

- Library patrons are always greeted with a verbal acknowledgement, a smile (and established eye contact) and treated courteously, in all circumstances.
- Library patrons are able to check out books and other materials, register for new cards, and pay fines without undue red tape or delays.
- Library patrons are able to get current bestsellers and popular materials in a reasonable amount of time.
- Every effort will be made to resolve Library patron complaints within 24 hours.
- Library patron's phone calls will not be transferred or left on "hold" unnecessarily.
- Library patrons should expect us to make the Library System work for them.
- Library patrons are able to suggest new materials and services, and find out what happens to their suggestions.
- Library patrons who are children have the same rights and deserve the same courteous and considerate treatment as adult library patrons.
- There are no stupid patron questions. Library patrons are entitled to accurate information and answers to all their questions.
- Library patrons are entitled to clean, safe, and reasonably quiet library buildings.
- Library patrons are the most important people in our business, external and internal
- Library patrons are not dependent on us; we are dependent on them.
- Library patrons are not an interruption of our work but the purpose of it.
- Library patrons do us an honor when calling on us. We are not doing them a favor by serving them.
- Library patrons are part of our business, not outsiders. Library patrons are our guests.
- Library patrons are not cold statistics, but flesh and blood, humans with feelings and emotions like our own.
- Library patrons are not people to argue with or match wits with.
- Library patrons are people who bring us their wants. Our job is to fill those wants.
- Library patrons are deserving of the most courteous and attentive treatment we can provide.
- Library patrons have the right to expect an employee to present a neat, clean appearance.

The Paris-Bourbon County Library staff is dedicated to providing a secure, friendly, helpful environment where patrons are able to conduct their business and interact in a pleasant manner. Our patrons have a role in this as well.

As such, the Library has established the following patron responsibilities:

- Damaging or tampering with Library property is not permitted.

- Recreational use of skateboards, skates, or bicycles is not permitted.
- Food and drink are permitted in designated areas only.
- Use of alcohol or tobacco is not permitted inside the library or within 20 feet of any library entrance.
- Bathing, shaving, or washing clothes in restrooms is not permitted.
- Interfering with the access, egress or use of Library facilities is not permitted.
- Playing of audio equipment without headsets or making unreasonable noise is not permitted.
- Harassment, disruptive or threatening behavior, and use of abusive or obscene language are not permitted.
- Sleeping is not permitted.
- Sexual misconduct is not permitted.
- Panhandling, distribution, or selling of non-library approved material is not permitted.
- Offensive or pervasive odor that constitutes a nuisance to other customers or staff is not permitted.
- Presence of pests on person, belongs or library materials is not permitted.
- Inappropriate use of the Internet or violation of the Library's Internet Use Policy is not permitted.
- Threateningly brandishing any item that is deemed to be a weapon is not permitted.
- Possessing, selling, distributing or consuming any illegal controlled substance in unlawful.
- Service animals for people with disabilities are welcome. No other animals are permitted.
- Shoes and shirts are required at all times.
- The Library does not accept or assume responsibility for personal belongings.
- The Library does not accept or assume responsibility for unattended children. Police may be notified of unattended children at closing.
- Bags and briefcases are subject to inspection at exit.

Library staff reserves the right to ask a patron to leave or call the police if these standards are not followed, if any laws are being broken, or if it is perceived that a potentially dangerous situation exists.

We thank you for your patronage and cooperation.