PROBLEM PATRONS

It shall be the Policy of the Regional Board of Trustees to maintain in the library system a quiet, pleasant environment conducive to serious study as well as casual use. To assure the successful implementation of this policy, the Board considers the following to be unacceptable behavior:

Using library materials, furniture, equipment or facilities in any manner inconsistent with the customary use thereof or the theft or intentional damaging of library materials, furniture, equipment or facilities

Removal of any library property from the building without authorization through established lending procedures.

Use of library telephones by any person without permission

Carrying unauthorized weapons of any sort

Engaging in disorderly conduct, committing a nuisance, or unreasonably disturbing and offending library users or staff members, including, but not limited to, the following:

- Loud conversation or laughter which is disturbing to other users.
- Obscene or abusive language.
- Smoking in library. This includes the use of any tobacco products, electronic cigarettes, and illegal drug use.
- Use of a cellular phone and any personal audio devices such as radios and other players, etc. Such devices must be switched off prior to entry into the library.
- Blocking, or in any way interfering with the free movement of any person or persons, or any form of harassment.
- Bringing animals other than service animals into the building.
- Consumption of food, beverages or illicit drugs.
- Soliciting or selling of any kind without the permission of the library staff.
- Distribution of leaflets or posting of notices in areas not authorized for this purpose.
- Entering designated staff-only areas of the building without permission.
- Rearranging of any library furniture or equipment from one location to another.
- Engaging in any sexual contact, activities or conduct.
- Using electronic equipment in such a way as to disturb other users.
- Not wearing shoes or shirt within the library, or wearing clothing that is indecent by normal standards.
- Improperly using library restrooms or facilities for purposes such as bathing, shaving or changing clothes.
- Taking library materials into rest rooms.
- Violating the libraries rules for acceptable use of the internet and library public computers. A user accepts these rules before accessing the internet through a library computer.
Pettigrew Regional Library

Service Policy

- Leaving young children or adults that need a caretaker alone and unsupervised. The caretaker, parent or guardian is responsible for children and adults that need supervision.
- Loitering and not using the library for study, reading, or other library activities
- Sleeping in the library
- Excessive body odor or perfume that offends other patrons
- Cyber bullying
- Bullying of any kind
- Abusive behavior or threatening staff or patrons, physically or verbally

Library staff are authorized by the Regional Board to see that persons committing any of the above acts be removed from the library. Staff members are expected to respond to problem patrons as politely and calmly as possible, but also to call on law enforcement officials for assistance as necessary.

Library staff members should be familiar with state statutes and applicable local ordinances.

NORTH CAROLINA LAWS PERTAINING TO THE MODEL DISRUPTIVE BEHAVIOR POLICY

G.S. 14-33 Misdemeanor assaults, batteries, and affrays.
G.S. 14-76 Larceny, mutilation, or destruction of public records and papers.
G.S. 14-127 Willful and wanton injury to real property.
G.S. 14-132 Disorderly conduct in and injuries to public buildings and facilities.
G.S. 14-159.13 Second degree trespass after being forbidden.
G.S. 14-190.9 Indecent exposure.
G.S. 14-204.1 Loitering for the purpose of engaging in prostitution offense.
G.S. 14-269 Carrying concealed weapons.
G.S. 14-277.1 Communicating threats.
G.S. 14-398 Theft or destruction of property of public libraries, museums, etc.
G.S. 153A-266 Powers and duties of trustees.

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