



COATESVILLE AREA PUBLIC LIBRARY BEHAVIOR POLICY

Policy Statement

The Coatesville Area Public Library welcomes and encourages the use of its facilities and resources by the public. Library users are expected to abide by our Library Behavior Policy to maintain a safe environment with equal access for all.

Minor Violations

The following activities are considered minor violations of the Library Behavior Policy, are disruptive to staff, volunteers and other users, and Library users engaged in these activities will be given one warning to stop the behavior by the Person in Charge.

Continued violations will result in the user being asked to leave the Library for the day, and will be documented by the Person in Charge in an Incident Report. Staff will call the police if a person or group of persons is asked to leave the Library and refuses to leave and/or becomes difficult with the staff member.

Repeat violations will result in longer expulsions, up to permanent expulsion from the Library, following the guidelines for suspension of library privileges outlined below.

- Noisy, rowdy, boisterous, aggressive, or other disruptive behavior that interferes with the use of the Library by other users, or interferes with Library employees' performance of their duties.
- Violation of the Library's Unattended Children Policy: Unaccompanied children under the age of thirteen (13) who are not accompanied by a parent or responsible caregiver (at least 16 years of age) at all times. (*Please refer to the Unattended Children Policy for further guidelines.*)
- Removing Library materials from the premises without authorization through established lending procedures. This does not pertain to free handouts. (*Please refer to the PA Library Theft Act for further guidelines.*)
- Trespassing in nonpublic areas, or being in the Library without permission of an authorized Library employee before or after Library operating hours.
- Violation of the CCLS Internet Acceptable Use Policy. A user accepts these rules before accessing the Internet through a Library computer or wireless network.
- Using communication devices in a manner that interferes with the use of the Library by others. Audible ringers must be on vibrate. Audible cell phone use is not permitted in quiet areas. Patrons are encouraged to take phone calls in the courtyard or vestibule areas.
- Using audible devices without headphones or with headphones set at a volume that interferes with the use of the Library by others.

- Using restrooms for bathing, shampooing, doing laundry, or otherwise leaving restrooms in a state unusable by other patrons or staff. This includes intentional clogging of toilets.
- Littering or spitting.
- Smoking, chewing, or other use of tobacco products, as well as the use of electronic cigarettes and vaping.
- Alcohol use unless expressly permitted, such as during a library fundraiser or event.
- Being barefooted, without a shirt, or possessing a strong odor or scent that interferes with the use of the Library by others.
- Sleeping in the Library if the sleeping individual is snoring, reclining, or using seating intended for more than one person or for public computer use.
- Taking Library materials into the Library restrooms.
- Eating or drinking of food or beverages outside of program spaces or the courtyard.
- Bringing animals, other than service animals, into the library, unless for a library program and with permission of the Library Director. Service animals and service animals in training are expected to behave in a manner which does not disrupt the regular operations of the library or its use by patrons (ie: no barking, lunging at, running loose, urinating or defecating inside the building, etc.)
- Using electronic devices that are disruptive to others, or that have electrical cords which create obstacles or pose tripping hazards.
- Blocking of aisles with personal items.
- Luggage, carry-on bags, oversize backpacks or bags, or shopping carts are not allowed in the Library. The Library reserves the sole discretion to decide what constitutes an oversized backpack or bag relevant to its function (medical device, diaper bag, or returning large numbers of books, etc.).
- Solicitation, political campaigning, or proselytization of library patrons, staff, or volunteers is not permitted. Organizations may rent program spaces and host events per our Room Rental Policy, but may not extend into regular library spaces.
- Photography, Filming, or Video Recording without permission (*please refer to Filming, Photography, and Video Recording Policy for guidelines*)

Consequences/Suspension of Library Privileges/Expulsion (Minor)

One Day Suspension/Expulsion

- Minor violation of the Library's Behavior Policy. Patron has not complied to library staff's directions after being asked to stop the behavior once. An Incident Report will be created documenting patron's behavior and library's response.

One Week Suspension/Expulsion

- Minor violation of the Library's Behavior Policy. Patron has not complied to library staff's directions after being asked to stop the behavior, and has received a previous one-day expulsion for a minor violation. An Incident Report will be created documenting patron's behavior and library's response resulting in 2 incident reports on file documenting the patron's continued violation of the Library's Policy.

One Month (30 Days) Suspension/Expulsion

- Minor violation of the Library's Behavior Policy. Patron has not complied to library staff's directions after being asked to stop the behavior, and has received a previous one-week expulsion for a minor violation.
- An Incident Report will be created documenting patron's behavior and library's response resulting in 3 incident reports on file documenting the patron's continued violation of the Library's Policy.

Three Month (90 Days) Suspension

- Minor violation of the Library's Behavior Policy. Patron has not complied to library staff's directions after being asked to stop the behavior, and has received two previous one-day expulsions for minor violations.
- An Incident Report will be created documenting patron's behavior and library's response resulting in 4 incident reports on file documenting the patron's continued violation of the Library's Policy.

Permanent Expulsion

- Minor violation of the Library's Behavior Policy. Patron has not complied to library staff's directions after being asked to stop the behavior, and has received three previous one-day expulsions for minor violations.
- An Incident Report will be created documenting patron's behavior and library's response resulting in 5 incident reports on file documenting the patron's continued violation of the Library's Policy.

Major Violations

The following activities and behaviors are considered major violations of the Library Behavior Policy, seriously interfere with the provision of Library service, are prohibited in or on Library property, and are grounds for immediate expulsion from the Library.

Staff is instructed to call 9-1-1 immediately in response to any of the following behaviors, and will document the event in an Incident Report. These violations will result in extended expulsions, up to permanent expulsion from the Library, following the guidelines for suspension of library privileges outlined below.

- Engaging in any activity which violates Federal, State, local or other applicable law.

- Verbally or physically threatening or harassing other patrons, volunteers, program partners, or staff, including, but not limited to bullying, fighting, stalking, staring, lurking, offensive touching, or physical abuse, and obscene acts such as sex acts and indecent exposure.
- Making unwanted sexual advances, comments, gestures or other activities considered sexually threatening or harassing.
- Being in possession of, distributing, or under the influence of alcohol or illegal drugs.
- Intentionally damaging, destroying, or stealing any property belonging to the Library, a patron, or employee.

Consequences/ Suspension of Library Privileges/Expulsion (Major)

One Month (30 Day) Suspension/Expulsion

- Patron has committed a major violation. An Incident Report will be created documenting patron's behavior and library's response.

Three Month (90 Days) Suspension/Expulsion

- Patron has committed a second major violation.
- An Incident Report will be created documenting patron's behavior and library's response resulting in 2 incident reports on file documenting the patron's continued violation of the Library's Policy.

Permanent Expulsion

- Patron has committed a third major violation.
- An Incident Report will be created documenting patron's behavior and library's response resulting in 3 incident reports on file documenting the patron's continued violation of the Library's Policy.

Unattended Belongings

Personal belongings must not be left unattended. The Coatesville Area Public Library assumes no responsibility for the personal belongings of users while using the Library. Packages, backpacks, laptops, or any other personal items left unattended or otherwise unclaimed after a period of twenty four (24) hours may be discarded at the sole discretion of Library staff.

RIGHT TO APPEAL

Any individual who is expelled may request to have the decision reviewed by the Board of Trustees of the Coatesville Area Public Library. The request must be made in writing and submitted to the Library Director and the President of the Board of Trustees. Requests must be received 10 days prior to the Coatesville Area Public Library Board meeting or they may be deferred to the next regularly scheduled meeting. No further appeals shall be considered.

Approved by CAPL Board of Trustees 3/18/2025

UNATTENDED CHILD POLICY

The Coatesville Area Public Library welcomes the use of their facilities and services by children of all ages. The library offers many services and programs for children to encourage them to visit often and develop a love of books, reading, and libraries.

For the protection and well-being of children who enjoy our resources, programs, and facilities, the Coatesville Area Public Library has adopted the following policy:

- Children under the age of thirteen (13) must be accompanied by a parent or responsible caregiver (at least 16 years of age) at all times.
- Children, like all library users, are expected to abide by all library policies. Parents and caregivers are responsible for their children's behavior while in the library.
- If a child under the age of thirteen (13) is attending a program independently, a parent or caregiver must remain in the building.
- The library staff cannot assume responsibility for children left in the library throughout the day or at closing and are not authorized to act in loco parentis.
- In the event that children under the age of 16 are left unattended or waiting for transportation when the Library closes, staff will call 911 and monitor the situation until first responders arrive. Staff will not provide transportation to children under any circumstances.

Approved by CAPL Board of Trustees 02/27/2024

Reviewed 3/18/2025

FILMING, PHOTOGRAPHY, AND VIDEO RECORDING POLICY

Introduction

The purpose of this policy is to establish the terms and conditions under which Library space may be used for still photography, filming and/or video recording, including audio recording.

While the Coatesville Area Public Library is open to the public, they are a limited public forum subject to reasonable time, place and manner restrictions. To that end, Coatesville Area Public Library has the right to limit filming, photography, video recording, as well as audio recording (*see PA Wiretapping and Electronic Surveillance Control Act*) on Library property or inside the Library facilities when such restrictions serve Coatesville Area Public Library's mission, primarily to ensure the rights of Library patrons to use the Library freely and confidentially without scrutiny, harassment, intimidation or distraction by others.

Further, Coatesville Public Library reserves the right to prohibit any photography, filming or videos for any reason, including, but not limited to the potential for: (i) disruption of Library business or staff members' work; (ii) interference with a Library patron's right to privacy; (iii) damage to or alteration of Library property; (iv) inappropriate use of Coatesville Area Public Library's name, logo or image; (v) disruption of pedestrian or vehicular traffic; (vi) other safety hazards; (vii) violations of the Library's privacy policies; or (viii) individual or corporate financial gain. Any authorization given by the Coatesville Area Public Library for photographing, filming, or video recording may be revoked at any time upon a person's failure to comply with the terms of this Policy or other policies, rules, or regulations of the Coatesville Area Public Library.

Questions regarding this policy must be directed to the Executive Director at 610-384-4115 or via email at coatesvillelibrary@ccls.org.

1. Non-Commercial (Private Use) Photography

Non-commercial still photography, such as a visiting Library professional, casual tourist or Library patron who wishes to capture the Library buildings' architecture or landscape, or a Library display, is generally allowed, without prior written permission, provided that such activity does not capture identifiable likenesses of Library patrons without their express permission. A person who takes still photographs must honor requests from Library users who do not want to be included in photos. Equipment, such as tripods, may not obstruct passageways or cause disturbances to Library users.

Coatesville Area Public Library reserves the right to terminate any photography if it results in disruption of the ordinary Library environment or operations or interferes with the privacy rights of Library patrons.

2. Professional, Commercial, or News Photography, Filming and/or Video Recording

Coatesville Area Public Library's express permission is required for any professional, commercial, student or news photographers, filmmakers or videographers wishing to take

photos, film or videos in the Library building, on the Library grounds or at Library sponsored events. All requests for such non-commercial and commercial photography, filming or videos are coordinated by the Executive Director. The process for requesting permission is detailed below. Should such permission be given, all Library rules, regulations and policies must be followed and there shall be no interference with the privacy rights of Library patrons, the ongoing operations of Coatesville Area Public Library or the work of its staff.

Filming and video recording (commercial and non-commercial) and commercial photography is coordinated and must be authorized by the Executive Director. Approval is at the discretion of the Executive Director and is also contingent upon facility and staffing availability. All filming, video recording and professional photography must take place before or after the Library's normal operating hours and all equipment must be removed during the Library's operating hours. Any applicable rental fees will be negotiated based on project scope. The process for requesting permission is detailed below.

3. Photography, Filming or Video Recording by Coatesville Area Public Library

Occasionally, Coatesville Area Public Library staff may elect to photograph, film or video record Library programs and/or events. Coatesville Area Public Library reserves the right to include these images in brochures, flyers, web pages, news releases or other promotional materials, as well as make them available to media outlets and event participants. Should names or identifiable images of library patrons be used by Coatesville Area Public for publicity or other Library-related uses, Coatesville Area Public Library staff will obtain permission from the Library patrons. To ensure the privacy of all individuals, including minors, no image will be used and/or identified using full names or personal identifying information without written approval from the individual, parent or legal guardian. Library patrons may, of course, "opt out" of having their image taken or names used for these purposes.

4. Requesting Permission to Photograph, Film, or Video in Coatesville Area Public Library or on Property

Non-news-related requests for Commercial Photography and Commercial or Non-Commercial Filming or Video Recording within Coatesville Area Public Library or on Coatesville Area Public Library property must be made in writing at least 5 business days in advance by emailing the Executive Director at coatesvillelibrary@ccls.org. All such requests must include the following information:

- Name and description of the organization or individual making the request.
- Project description, including the context and way in which the Library is to be portrayed and the intended use of the resulting material.
- Date(s) requested.
- Time and duration of proposed shoot.
- Number of persons and the amount and type of equipment involved, including vehicles.
- Any potential or anticipated disruption (sound, light, physical, etc.) of Library activities.
- Location releases, if necessary, must be submitted for review by Coatesville Area Public Library in advance.

- With the exception of student photography, filming and videography, proof of adequate insurance coverage and a signed indemnification agreement must be provided.

For news-related requests for Commercial or student Photography, Filming or Video Recording within Coatesville Area Public Library or on Coatesville Area Public Library property, the Executive Director must similarly give advance approval and can be contacted at 610-384-4115 or coatesvillelibrary@ccls.org. News-related photography, filming or videography may only be authorized when it involves Coatesville Area Public Library directly. Coatesville Area Public Library does not permit the use of its Library or property to access Library patrons for opinion polls or interviews, or otherwise for use as interview venues.

Additional Guidelines:

- Use of Coatesville Area Public Library’s name, logos, trademarks or images in connection with any photograph or film is prohibited without written permission by the Library.
- Photos of minors are prohibited at all times without the written permission of the minor’s parent or guardian.
- No set construction or alteration of Coatesville Area Public Library’s buildings or grounds is permitted.
- All areas occupied in connection with the photography, filming or video recording must be returned to their normal conditions.
- Any persons permitted to photograph, film, or video record in Coatesville Area Public Library or its property must not make any connections to the electrical system other than through plugging into standard duplex receptacles. Covers from electrical panels or boxes must not be removed.
- Any person photographing, filming or video recording copyrighted material in the library is responsible for obtaining the owners’ authorization and releases for such photographing, filming, or video recording.
- No photography, filming, or video/audio recording shall be permitted in a Library’s restrooms, private study spaces, Library offices and work areas.

**In Pennsylvania, audio recording another person’s “oral communication,” without the other person’s consent may be a felony criminal offense under the Wiretapping and Electronic Surveillance Control Act, 18 Pa. C.S. §§5702, 5703(1)-(3), 5704(4).*

Approved by CAPL Board of Trustees 3/18/2025