

BARTLESVILLE PUBLIC LIBRARY

CUSTOMER CONDUCT POLICY

Policy Statement

This policy upholds the Bartlesville Public Library's customer service philosophy of creating positive experiences and interactions. To encourage the widest possible use of library facilities, materials and services, the Bartlesville Public Library's Board of Directors has adopted the Customer Conduct Policy. The Customer Conduct Policy applies to each person interacting with the library, regardless of whether the person holds a BPL library card; those who violate this policy may lose library privileges.

1. Customers shall not engage in any activity prohibited by law.
2. Customers shall not carry any weapon, or any item that could be considered dangerous, or could be used to cause harm, on library property. Only law enforcement officers or BPL authorized security officers may carry weapons in the library.
3. Actions that unreasonably interfere with other customers' access to library facilities, materials and services are not permitted. Such actions include but are not limited to the following:
 - a. Physically, sexually, or verbally abusing or harassing other customers or staff, including, without limitation, unwanted attention such as initiating inappropriate conversation, stalking, touching and staring for long periods of time at other persons;
 - b. Indecent exposure and participation in sexual activity;
 - c. Entering the library with communicable diseases, contagious illnesses, or infestations;
 - d. Defacing, destroying, or tampering with library property or equipment;
 - e. Having an odor about your person that interferes with others ability to utilize library services or facilities;
 - f. Using public restrooms to bathe, shave, change/wash clothes or utensils;

- g. Behaving in a disorderly, loud, unsafe or disruptive manner, using offensive language;
 - h. Inhibiting access to materials and services (either inside or outside of buildings) by lying on floors or furniture or by blocking aisles or exits;
 - i. Soliciting funds, or panhandling in the library or on library grounds;
- 4. Access to the children's section of the library is limited to minor children, adults accompanied by minor children and customers using materials that are not available at any other location in the library. Care takers may not leave children under the age of 10 unattended in any part of the library. Unattended means that the responsible person is not within sight of the child. (See BPL Policy on the Safety of Children.)
- 5. Customers shall not use tobacco, medical marijuana, smoke (including Electronic Vapor and E- cigarettes), or possess or consume illegal narcotics or alcoholic beverages in the library or within 25 feet of the library entrance.
- 6. Customers shall be fully clothed, including shoes and appropriate attire as determined by staff.
- 7. Customers shall keep their belongings with them in the library. Unattended packages, backpacks, luggage, and any other personal item may be confiscated and disposed of.
- 8. Wheeled personal transportation devices shall not be operated inside the library (except when medically necessary) and may not obstruct traffic entering or exiting the building. Bicycles must be parked in designated racks.
- 9. Customers shall not use emergency exits other than during an emergency.
- 10. Customers shall not enter unauthorized spaces.
- 11. Customers may bring working service animals into the library. The work or tasks performed by a service animal must be directly related to an individual's disability and comply with all local, state, and federal laws, rules, and regulations regarding the use of service animals by persons with disabilities.
- 12. Customers may have food and drink in authorized areas only.

Enforcement

1. Violation of this policy may result in the customer's library privileges being suspended, removal of the customer from the library, or criminal prosecution if the conduct constitutes a violation of the law or Municipal Code of the city of Bartlesville. Penalties may range from the offender being excluded from the library for the remainder of the day to suspension of all library privileges.

Oklahoma Law [65 O.S. §4-105(a)] authorizes library systems to adopt rules and regulations for the operation of the system as are deemed necessary or expedient.

Revised November 2025