

# Welcome

## to the Library ●●●●●●●●



## Customer Code of Conduct

**The Ohio State University Libraries' service values emphasize respectful human interactions and the stewardship and protection of human and information resources, as well as the system's physical facilities. We ask our patrons to support these values by demonstrating positive behaviors while using any OSU library.**

### **The Libraries' administration is charged with:**

- Protecting the rights of individuals to use the Libraries' property, materials and services and
- the rights of Libraries employees and volunteers to conduct library business without interference;
- Keeping Libraries materials and facilities undamaged and safe from harm;
- Ensuring the safety of the Libraries' patrons, employees and volunteers.

Libraries' employees have the authority to bring inappropriate behavior, as defined by these and other rules, to the attention of the individual demonstrating such behavior. If that person will not alter his or her behavior, that individual will be asked to leave Library property. Failure to leave if asked may result in the police being called and a possible charge of criminal trespass per Section 2911.21 of the Ohio Revised Code.



**library.osu.edu**

### **Behavior that interferes with the rights of others includes, but is not limited to:**

- Leaving children unattended.
- Unreasonable noise including: loud talking, singing, boisterous activity, cell phone and audio/visual equipment usage.
- Profane, obscene or abusive language; racial or ethnic epithets.
- Harassing customers or staff. Deliberate repeated behavior that is intimidating, hostile, or offensive, or adversely impacts staff work performance.
- Intentionally damaging, destroying or stealing any property belonging to the Library, another customer or staff.
- Use of the internet for unlawful purposes as defined by federal, state and local laws.
- Running ● Sleeping ● Loitering
- Abuse or improper use of furniture, equipment or materials.
- Gambling, panhandling, soliciting money, any activity for personal profit.
- Monopolizing/obstructing space, seating, tables or equipment to the exclusion of others.
- Trespassing, violating an eviction, or entering upon library property when banned.
- Fighting, challenging someone to fight, physical abuse or assault.
- Possessing weapons or other items deemed dangerous by library staff. Violation of posted concealed weapons prohibition.
- Engaging in or soliciting a sexual act. Indecent exposure.
- Improper dress including bare feet and no shirt.
- Vandalizing library facilities or equipment.
- Distributing/posting unauthorized materials (Materials must be submitted for review and approval for posting and distributing).
- Being under the influence, possessing alcohol or drugs, selling drugs or alcoholic beverages.
- Bathing, shaving or washing clothes on the premises.
- Roller skating, roller blading, skateboarding, ball playing, cycling.
- Bringing animals, other than service animals, into the library.
- Smoking, chewing tobacco.
- Offensive body odor.
- Other acts disruptive to customers and staff.