

CALVERT LIBRARY CUSTOMER EXPECTATIONS POLICY

Purpose

Calvert Library has established these expectations to create a welcoming and safe environment for library customers, staff, and volunteers, and to ensure that the library's materials, equipment, facilities, and grounds are accessible for all to use and enjoy.

Calvert Library will apply these policies without discrimination based on race, gender, national origin, age, religion, disability, sexual orientation, or any other protected characteristic as outlined by federal, state, or local laws. If you require an accommodation to comply with these policies, please speak to a staff member.

Definitions

- Calvert Library spaces include our buildings, outdoor program spaces, the sidewalks around Calvert Library's buildings, parking lots connected to the library buildings, and grassy areas between the buildings and parking lots.
- Calvert Library Mobile Services spaces include the Bookmobile's interior public areas as well as a 10-foot area around the Bookmobile.

Behavior

- Please use language that is considerate of others as we serve those of all backgrounds and populations.
- Noise that falls within the general hum of the library is acceptable. Please regulate your voice so you do not disturb library activities. Recognize that the library is a public space and personal conversations may be overheard.
- Profane, obscene, abusive, sexualized, racist, hate-fueled language targeting staff or customers is not tolerated.
- Conduct or conversation which threatens or disrupts library operations or customers is not allowed. This includes comments of romantic or sexual nature, unwanted comments about staff or customers' physical appearance and requests for personal information.

- Customers must remain in public areas. Areas designated as employee spaces, locked areas and staff computers are for staff use only.
- Library materials and spaces including seating, tables, equipment and restrooms are for the use of all customers and may not be obstructed.
- Headphones/earbuds must be worn when listening to audio and set at a volume that will not disturb others.
- Extended conversation with library staff beyond that required for library business is discouraged.
- Customers may not lie down, sleep or have the appearance of sleeping as it can be confused with a medical emergency. (This does not apply to accompanied minors.)

Smoking/Vaping/Tobacco/Drugs/Alcohol

- No smoking, vaping, tobacco, marijuana products or alcohol may be consumed on library premises. Occasional exceptions to allow limited use of alcohol for organizational events during non-public hours may be granted by the Executive Director.

Personal Items

- Customers must keep personal belongings with them at all times. Aisles must be kept clear, library materials and spaces must remain accessible for library usage and comply with fire code and the Americans with Disabilities Act.
- Personal hygiene, and scents on customers or their belongings should not interfere with anyone's ability to use the library.

Dress Code

- Footwear and clothing covering both your upper and lower torso are required in the library at all times. For infants and toddlers prior to walking age, footwear is at the discretion of the caregiver.

Food

- All snacks must be consumed away from the computers.
- Beverages with lids are allowed in the library.
- Breastfeeding is welcome in any area of the library with the exception of staff-only spaces.

Service Animals

- Calvert Library welcomes Service Animals as defined by the Americans with Disability Act. The current definition of Service Animals according to the ADA will be maintained at the Service Desk of each library location.

Children/Teen Designated Areas

- Calvert Library Teen zones are intended for teen customer usage. Teens are defined as 13-19 years of age.
- The Children's area is for the use of children and families. Adults without accompanying children may use the children's area to choose materials or consult with a librarian.

Unaccompanied Children

- Children aged seven and under must be accompanied by someone 13 or older (Maryland Code Family Law 5-801).
- Children aged eight and older may be unsupervised in the library provided that they understand and can follow the library's Customer Expectations.
- When the safety of an unattended child is in doubt, or the parent or responsible caregiver cannot be located or the Library is closing, library staff are required to call the police and stay with the child until the police arrive.

Weapons

- No unlawful weapons, according to the state of Maryland, are permitted on Library property. No weapon may be displayed or used to intimidate any person on Library property. This policy does not apply to law enforcement officers performing their duties. Other exceptions may be made by the Executive Director for educational purposes, with due care for public safety.

Approved by the Board of Library Trustees, April 11, 2023

Revised and approved, Board of Library Trustees, December 17, 2024