

In fulfilling its mission, the Library expects community members to use facilities, collections, and services in a responsible and respectful manner. Responsible use helps sustain a welcoming learning environment and depends on mutual respect.

Expectations

The Library reserves the right for staff members to refuse service to anyone whose behavior disrupts Library operations or shows disrespect toward other visitors or Library employees. Any Library employee may refuse service when confronted with irresponsible or disruptive behavior.

Irresponsible or disruptive behavior includes, but is not limited to:

- rudeness, including loud, abusive, or offensive language,
- unreasonable or excessive demands for service,
- being under the influence of alcohol or controlled substances, and
- threatening, aggressive, or erratic movements

Consequences

When service is refused, staff members should document by filing an incident report. Individuals who continue to abuse Library staff or services may be subject to additional corrective action, up to and including loss of library privileges. Criminal trespass procedures will be pursued through the North Little Rock Police Department when reasonable attempts by the Library to resolve the situation have been unsuccessful.

Security Incident Reports

Security incident reports should be filed for unusual incidents or occurrences. This includes, but is not limited to:

- police, fire, or ambulance being called to the Library,
- reports of theft,
- bomb threats,
- medical emergencies requiring ambulance service, and
- accidents occurring on Library property