

Library Standards of Acceptable Behavior Policy of the Wilkinsburg Public Library

Policy number: 104

Adopted: December 16, 2025

Replaces: All prior Wilkinsburg Public Library Standards of Acceptable Behavior Policies

The Wilkinsburg Public Library and Eastridge Branch of the Wilkinsburg Public Library have established certain standards of acceptable behavior to better serve all users, to ensure an environment conducive to library use, and to maintain a pleasant and safe building. Behavior becomes unacceptable when it infringes on the rights of others, when it could result in injury to oneself or others, or when it could result in damage to the facilities, equipment or materials. To guarantee the rights of all patrons, persons with unacceptable behavior will be asked to modify their behavior or leave the Borough building or Eastridge library building. Police may be called for noncompliance.

EXAMPLES OF UNACCEPTABLE BEHAVIOR

- Refusal to comply with library policies
- Unruly or abusive behavior
- Excessive noise, including any audible use of cell phones or other electronic devices
- Obscene language
- Eating, drinking, or using tobacco products, e-cigarettes and/or illegal drugs or alcohol
- Monopolizing library resources (including staff time) such that these resources are not available to other patrons
- Harassment of other library users or staff
- Entering areas restricted to staff, including behind the circulation desk, staff desks, office space, storage, and the PA Collection without prior permission from staff
- Leaving children under the age of 8 unattended
- Soliciting commercial business in the library, near its entrances or on its grounds
- Abuse, vandalism, or theft of library property
- Circumventing security measures or systems
- Tampering with computer equipment
- Public displays of affection
- Using in-line skates, skateboards or other sports equipment in the building
- Any unlawful behavior or behavior that interferes in the use of the library by others
- Sleeping
- Poor personal hygiene*
- Bringing a weapon into the library
- Bathing or shaving in the public restrooms
- Filming or photographing in the library including library patrons and/or staff without prior written permission by library staff
- Bringing animals into the library that are not service animals

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Standards of Acceptable Behavior

- *When visiting library locations, customers are expected to maintain an acceptable standard of personal hygiene. Creating a hazardous or physically offensive condition- including unpleasant body odors that may offend other library customers, infested clothing or personal effects- is unacceptable. In this case the customer will be asked to leave the library until they address their personal hygiene issues. An effort should be made by library staff to refer the individual to the borough social worker or other community resources that have facilities that may assist with personal hygiene maintenance.

Failure to comply with these standards could result in the following:

First incident - Warning

Second incident - Leave the library for the day

Third incident - Excluded from the library for a period deemed appropriate by the library director

Fourth incident - Banned indefinitely from Wilkinsburg Public Library and Eastridge Branch Library

Depending on the seriousness of the violation, a person could be banned from the library on the first offense. The Library Director has the authority to determine if the offense is serious enough to restrict a person on the first offense. For example: If a patron is threatening another patron or library staff.

If excluded from the library for a period exceeding one day, one may receive a letter explaining this exclusion and the consequences of violating it. Exclusions exceeding 30 days may be appealed to the library board of directors, who, at its discretion, may hear appeals at a time convenient to itself and at its next meeting decide by a majority vote to alter the length of the exclusion.

Adopted August 3, 1998, Revised January 2004, Rev. 3/2010, Rev 1/2015, Rev 10/2017, Revised 03/2025, Revised 06/2025, Revised December 2025