



## RICHMOND PUBLIC LIBRARY MEMORANDUM

DATE: July 13, 2023  
TO: Library Staff  
FROM: Scott Firestine, Library Director  
SUBJECT: Headphones and Earbuds Department Policy

---

Richmond Public Library staff who work a public service point or on the public service floor are not to have headphones or earbuds on while they are working. This policy is established for a number of reasons, including:

- **Safety**: Wearing headphones or earbuds can block out important sounds, such as fire alarms, announcements, or the voices of customers or colleagues. This can create a safety hazard for both the worker and the people around them.
- **Distraction**: Wearing headphones or earbuds can distract workers from their work. This can lead to errors, accidents, and missed opportunities.
- **Communication**: Wearing headphones or earbuds can make it difficult for workers to communicate with others. This can hinder teamwork and customer service.

In some cases, there may be exceptions to the policy. For example, library staff may be allowed to wear headphones or earbuds if they are working in a quiet, nonpublic area and they are not interacting with customers or colleagues. Staff must be able to remove their headphones or earbuds immediately if they are needed for communication or safety purposes.

Violation of this policy will result in progressive disciplinary action.

This Department Policy is effective July 13, 2023.