

# **Patron Code of Conduct Policy**

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## **Section 1: Purpose**

To provide all patrons a safe and appropriate atmosphere for reading, researching, and otherwise using the Library, this policy has been adopted by the Library Board as a general guideline for patron behavior. Ultimately, the Library Staff will determine if a given behavior is unacceptable.

## **Section 2: Guidelines**

Everyone is responsible for his or her own behavior (and that of the minors in his or her care). No person has the right to interfere with the rights of another person to use and enjoy Library resources, services and facilities.

Users of the Library are expected to:

- Be courteous and respect the rights of others
- Speak quietly (do not disturb others)
- Abide by all other service specific policies (e.g. Internet policy)
- Conduct cell phones calls in the lobby area only

Furthermore, users of the Library are prohibited from:

- Eating or smoking in the library
- Running, loitering, fighting, swearing, or littering inside the building or on the premises
- Causing damage to library materials, furniture, equipment, or premises
- Soliciting or petitioning inside the Library
- Possessing alcohol, controlled substances, or weapons (except as permitted by law)

## **Section 3: Illegal or Threatening Behavior**

Any Library employee who witnesses illegal or threatening behavior, in the Library or on Library premises, will call the police.

## **Section 4: Non-compliance**

Any person failing to comply with this policy will be given a verbal warning. If the non-compliance continues, the Library supervisor has the option to request the person to leave the library. If a disruptive person refuses to leave, the police will be contacted. Repeat offenders may have their Library privileges suspended by the Library Director.

## **Section 5: Special Rules for Minors**

### **5.1 Definitions**

**Minor** – any person under the age of 18.

**Parent** – parent, step-parent, or legal guardian of the minor.

**Caregiver** – person responsible for a minor in the absence of the parent. Parents are responsible for determining at what age the minor may act as caregiver for self.

### **5.2 Additional Guidelines**

While in the Library, or attending Library programs, minors will conduct themselves in a manner that does not disturb the other patrons.

Approved by Library Board as “General Code Of Conduct” 7/8/2003

Revised and renamed “Patron Code of Behavior” 5/8/2012

Revised and renamed “Patron Code of Conduct” 5/13/14

Revised to incorporate “Minors in the Library Policy” 6/10/14

### **5.3 Unaccompanied Minors**

Staff may assist minors in phoning a parent or caregiver up to 15 minutes before closing. Minors left alone at the Library at closing time will be referred to the police as abandoned.

Library staff will not take any minor (not in their care) out of the Library, or offer a ride home.

### **5.4 Non-Compliance**

Any minor who is being disruptive will be given two verbal warnings to settle down. If, after a second warning, the minor continues to be disruptive, the Library staff has the options of:

- 1) Speaking with the parent/caregiver (if present) about the minor's behavior; or
- 2) Suspending the minor's use of the Library for the day – in which event the minor must leave the building and premises. Staff may assist minor in phoning parent or caregiver if necessary.

### **5.5 Repeat offenders**

If a minor repeatedly receives suspensions, Library Staff will refer the matter to the Library Director. At the Director's discretion, the repeat offender may be subject to longer suspensions, a phone call to the parent(s), and/or banning from the Library.

A minor may get the ban lifted after the Director has met with the parent(s) to discuss the minor's behavior.

## **Section 6: Appeal Process**

Anyone who feels unjustly penalized under this policy has the right to appeal in writing to the Library Director within 3 business days of the incident. The Library Director will respond to the appeal within 5 business days after receiving it.

Anyone not satisfied with the Library Director's decision may appeal in writing to the Library Board. The Library Board will address the appeal at its next regular meeting scheduled not less than 3 business days after receipt of the written appeal.