Customer Conduct Policy

LeClaire Community Library is designed for free access by the public to its facilities and services during regular business hours.

All persons using the library facility or services must act in a manner that does not interfere with the rights of others in their use and enjoyment of library services, or the library staff's ability to provide services. Failure to comply with the following guidelines may result in loss of library privileges and/or removal from the library premises. Nothing in these regulations shall be deemed to preclude other civil or criminal action.

Pursuant of *Section 392.5 of the Code of Iowa*, the Library Board of Trustees has the authority to establish the following behavioral guidelines for patron conduct while on library property.

1. The Library Director or designated staff have the responsibility for enforcing acceptable use rules of conduct for all persons using library facilities & services.

2. Library Director or his/her designees will determine when attire is inappropriate.

3. Response to inappropriate behavior will be immediate.

The following behaviors are prohibited on library property:

A. Behavior that endangers the safety or health of the patron and/or other patrons or staff, or disrupt staff in the provision of library services or standard operations.

B. Acts in violation of any local, state or federal law.

C. Fighting or the physical threat of violence toward any person.

D. Vandalism or the deliberate destruction of library property.

E. Theft of Library materials, equipment or the personal possessions of other customers or staff.

F. Deliberate disruption of Library procedures.

G. Use of threatening or abusive language.

H. Verbal or physical harassment towards other patrons or staff.

I. Deliberate use of the Library for inappropriate purposes, such as but not limited to:

- Operating, pushing or riding wheeled vehicles within or on library property- this includes skateboards, bicycles, roller skates/roller blades, scooters, motorized vehicles, etc. *Note: Baby strollers, library carts, equipment required by persons with disabilities and equipment used by library personnel are permitted.
- Running or tumbling. *Note: Playing and running that is a standard component of library sponsored programs is permitted.

- Allowing any child under the age of eight (8) years old to use the library unattended, without direct supervision by a parent or responsible caregiver at all times. *Note- Children attending library programs designed for independent activity are exempt. See *Unattended Child Policy.*
- Carrying in or allowing pets of any kind within the library facility. * Note: Animals which assist patrons with disabilities, or those that are part of an authorized library program are permitted.
- Misuse, abuse, destruction or defacement of library furniture, materials, shelving and/or equipment.
- Talking or creating other noise at a volume disruptive to other patrons or staff. Patrons using electronic devises must use headphones and keep volume at an acceptable level (not disruptive to others). *Note: Electronic devices which assist persons with disabilities are permitted.
- Littering anywhere on library property.
- Spitting, use of snuff or chewing tobacco. Smoking & drug use is against the law on library property.
- Posting or distributing ANY printed materials without expressed permission of library management. (See *Public Posting Policy*)
- Professional or unauthorized photography or filming of the library facility, staff or patrons without expressed permission of Library management. Photography of any patron without their expressed permission, or the permission of their legal parent/guardian (minors) is prohibited.
- Sleeping activity that interferes with public use or library services, and/or depositing bedrolls or bedding on library property.
- Use of restrooms for bathing or other personal grooming.
- Failure to wear appropriate attire: Customers and staff must be fully clothed at all times, including shirt and slacks, skirt or shorts, and shoes (for patrons over the age of 5 yrs.)
- Bringing in large bags & luggage into the library. Staff may request that book-bags and large carriers be left at the Circulation Desk during library use.
- Unauthorized consumption of food or beverages as defined by the Library's *Meeting Room* policy or by expressed permission of Library management. Library authorized programming is exempt. Alcoholic beverages are prohibited except as authorized by the Library Director at Library sponsored events. *Note: Due to sanitation/safety issues, food or drink confiscated by library staff will be disposed of immediately.

- Entering designated staff areas. Staff work areas may be entered only under authorization of Library staff/management.
- Other types of behavior deemed inappropriate by the Library Director or his/her designee.

I Security cameras will be used where needed to discourage violations of the Library's code of conduct, to assist library staff in preventing the recurrence of any violations and, when necessary, to provide law enforcement assistance in prosecuting criminal activity. Only the director or his/her designee(s) will have access to the archived material in pursuit of incidents of criminal activity or violation of the *Customer Conduct* Policy. A stored digital video record may be used to provide tangible evidence as a means of identification, and may be turned over to the police by the Director or his/her designee.

PROCEDURE

A. WARNING- In most cases, customers who are behaving inappropriately within the Library will be given one (1) verbal warning and required to cease offending activity at once.
B. EXPULSION- Customers who refuse to cease inappropriate behavior after one (1) warning will be required to leave Library property immediately.
C. BANNED- Customers who refuse to cease inappropriate behavior after repeated warnings/offenses will be banned from Library property. The Library Director has the authority to ban a customer on a temporary or permanent basis.
D. POLICE- Library staff will call the police when a customer:
    - Poses a danger to him/her self, the public or staff.
    - Deliberately violates the law.
    - Refuses to comply with the guidelines of this and/or other library policies as requested.
    - Refuses to comply with staff warnings.
    - Disrupts library operations.

The acting manager on duty at the time of any incident reserves the right to ask a patron to leave the premises immediately, without a prior verbal warning, should they feel the patron's behavior is offensive or potentially harmful to themselves or others.

Approved by the LeClaire Community Library Board of Trustees 3/12/13