

Frances Banta Waggoner Community Library

Rules of Conduct

The Frances Banta Waggoner Community Library is dedicated to providing the public free access to its facilities and services. The FBWC Rules of Conduct aims to protect the rights and safety of library customers, volunteers, and staff members, and to preserve the library's materials, facilities, property, and grounds.

Our expectations of all library customers:

- Act legally and ethically by demonstrating respect to library staff and fellow users.
- Use library cards appropriately.
- Use all collections, equipment, facilities and furniture for their intended purpose.
- Limit noise including loud conversations and use of audible devices.
- Provide proper supervision of children. A parent or caregiver is responsible for the safety, behavior and well-being of children on library property. See *FBWC Unattended Child Policy* for more details.
- Wear proper attire. Customers and staff must be appropriately clothed at all times including shirt and slacks/skirt, dress, or shorts, shoes (for patrons over the age of three).
- Maintain proper personal hygiene so as not to offend others with strong, pervasive odors including body odor and odors cause by perfume, cologne, alcohol, or other substances.
- Beverages outside of meeting areas are covered with a lid. Alcoholic beverages are prohibited unless part of a library-sponsored program and has been formally authorized through the Library Board of Trustees.
- Share library equipment and furniture so that no one person monopolizes library property or prevents others from using them.
- Cooperate and comply with staff requests and policy reminders.

Any conduct that is deemed disruptive or hinders the use of the library or provision of library services, endangers public safety or the security of the facility, or infringes on the privacy of library users or staff is prohibited on library property. This includes, but is not limited to:

1. Acts in violation of local, state, or federal law. See Circulation Policy regarding Theft of Library Materials and/or equipment.
2. Behavior, verbal or physical, which intimidates, threatens, or endangers the safety, health, or privacy of any individual.
3. Personal hygienic behavior deemed unsanitary, offensive, or inappropriate to the public library setting.

4. Behavior which disrupts staff in the provision of library services or operations, or interferes with the patron's ability to receive such services, including not limited to the deliberate disruption of library processes and procedures.

5. Vandalism or the deliberate destruction of library property, or any action which may impact the security of the facility.

6. Deliberate use of the Library for unintended or inappropriate purposes, such as *but not limited to*:

- Use of any area of the Library, library materials or equipment for purposes other than as intended, designated, or supported by library's mission, policies, and procedures.
- Physical actions or communications of an inappropriately intimate nature.
- Failure to vacate library property in a timely manner upon staff request, at closing, or in the event of an emergency.
- Professional or unauthorized photography of filming library property, staff, or patrons without express permission of the individual, Library Director or designee. Exception: Library sponsored events (Parental permission for photography of minors is required).
- Unauthorized solicitation of sales of any kind; conducting surveys; panhandling; gambling; petitioning; posting notices; or other similar activities are permitted on library property, except those conducted by the Frances Banta Waggoner Community Library staff in conjunction with library activities, unless otherwise authorized by the Library Director.
- Smoking of any type is prohibited on library property.
- Carrying or allowing pets of any type within library property. *Exception: Service animals which assist patrons with disabilities, guide animals, or those that are part of an authorized library program are permitted. All animals must be under the obedient control of the owner and appropriately housetrained. Library programs/events featuring animals are authorized by the Library Director.
- Unauthorized public access to designated staff work and office areas is prohibited. Staff work areas may be entered by public only under authorization of library personnel.
- Unattended personal property. The Library assumes no responsibility for lost, stolen, or unattended personal property.

Non-Compliance Guidelines

Persons who refuse to comply with the FBWC Rules of Conduct may lose their library privileges. The Library reserves the right to remove any person whose behavior is disruptive, is inappropriate for a library environment, or interferes with the provision of services of use of the library by others. Police may be called and criminal trespass or criminal mischief charges may be prosecuted if the user refused to comply and/or leave the premises upon request.

Library staff will issue reasonable requests to comply with library policy guidelines. Should disruptive user conduct continue, library staff is empowered to enforce this policy, as follows:

Step 1- Warning

Customers exhibiting inappropriate or disruptive behavior upon reasonable staff request will be issued a verbal warning by library staff and required to cease offending activity at once.

Step 2—Expulsion

Customers who refuse to cease inappropriate/disruptive behavior upon reasonable staff request will be required to leave library property immediately and for the remainder of the day.

Step 3—Suspension.

Customers who repeatedly and intentionally violate library policy guidelines and staff requests to cease non-compliant behaviors will lose library privileges, as determined by library staff.

Banned

Intentional non-compliance with any library policy may result in suspension or potential loss of library services, or temporary/permanent access to library property. Customers who refuse to cease inappropriate conduct after Step 3—Suspension of library privileges will be banned from library property. The Library Director has the authority to ban a customer on a temporary or permanent basis. Reinstatement of library privileges is authorized by the Library Director, and the Library Board of Trustees, as applicable.

The violation of federal or state laws or local ordinances is not permitted on library property. Theft, vandalism, or mutilation of library material or property is a criminal offense that shall be prosecuted.

Approved 6/01/04

Revisions approved 2/12/2008

Addition of cell phone policy 10/05/2010

Reviewed and updated approvals 11/04/2013

Reviewed and updated 12/06/2017