

INDIAN RIVER AREA LIBRARY

Code of Conduct Policy

1. STATEMENT of PURPOSE

In order to provide a safe and appropriate environment within the *Indian River Area Library* that allows all customers to use Library facilities to the fullest extent during regularly scheduled hours, the Library Board of Trustees has adopted the following rules and regulations.

2. GUIDELINES FOR ACCEPTABLE BEHAVIOR ON LIBRARY PROPERTY

Appropriate Actions of Patrons:

1. Beverages must be securely covered (no frozen beverages).
2. Speak in soft voices and keep volume low on headphones.
3. Turn cell phone ringers off.
4. Wear a shirt, shoes, and other proper attire.
5. Understand that the Library staff is not responsible for lost, damaged, or stolen items.
6. Certified service animals in the Library building are welcome. Other pets should be left outside.

Disruptive behavior includes, but is not limited to the following:

1. Patrons shall not interfere with the use of the Library by other patrons or with Library employees' performance of their duties.
2. There is zero tolerance for threats, acts of violence, vandalism, and theft.
3. There is zero tolerance for illegal activities. Anyone whose actions violate state and local law will be prosecuted.
4. Responsibility for children using the Library rests with the parent or assigned caregiver.
5. Conversations and other sounds should be no louder than the general noise level in the area. Loud noises will not be tolerated.
6. Consuming food or beverages in non-designated area.
7. Rough housing, including, but not limited to: pushing, running, throwing snowballs, fighting, etc.
8. Using profanity or other abusive language.
9. Having offensive odor that causes a nuisance or interferes with patrons use and enjoyment of the Library.
10. Riding bicycles, skateboards, scooters, blades, or other devices.

11. Using computers or other electronic equipment in a disruptive manner.
12. The Library may not be used as a place to sleep.
13. Abuse of Library equipment, furniture, or other materials.
14. One person per chair or per sofa cushion. Engaging another patron with laps, lips, or limbs for a prolonged time-period will not be tolerated.
15. Patrons may not utilize the Library while under the influence of alcohol or drugs.
16. Patrons may not consume alcohol or use tobacco, e-cigarettes, and tobacco-like products in the Library.
17. Knives with blades longer than 3” and guard dogs are not allowed in the Library or on Library property. Individuals carrying guns must have a concealed weapon permit on their person.

The Library reserves the right to:

1. Limit group size based on available space and noise level of the group.
2. Supervise people in any area of the Library.
3. Inspect any bags or backpacks.
4. Call 911 if there is physically intimidating behavior & threats of violence, or other issues where assistance is needed.

3. LIBRARY USE BY CHILDREN

1. Parents/caregivers are responsible for the behavior of their children while on Library property. The IRAL **Code of Conduct Policy** applies to all patrons regardless of age.
2. Great effort is taken to make the Library a warm, pleasant and inviting place. The Library staff is committed to the well-being and safety of children; however, parents/caregivers must be aware that the Library is a public building, open to all, and as such it is unsafe to leave a child unattended/under-attended. Libraries are not designed or licensed to provide childcare.
3. When the safety of an unattended or under-attended child is in doubt and the parent/caregiver cannot be located, or if the Library is closing, Library staff is authorized to call police and will stay with the child until police arrive.
4. For more information on policies and procedures regarding children in the Library, refer to the **Children and Vulnerable Adults in the Library Policy**.

4. NON-COMPLIANCE

The Library Board of Trustees authorizes Library staff and law enforcement officers to enforce the Library’s published Code of Conduct Policy up to and including long-term suspension of Library privileges, permanent banning from the Library or prosecution.

A patron whose privileges have been suspended or revoked may have the decision reviewed by the Board of Trustees. Persons entering or refusing to leave the building after being evicted or banned will be charged with trespassing. Patrons shall respect the rights of other patrons.

First offense: Code of conduct is given and patron will be given notice of report filed. If given to a minor (under age 18), parent or guardian will be notified of the report.

Second offense: Patron is banned from the Library and Library property for **one month**. If patron is a minor, a letter will be sent to the parent or guardian.

Third offense: Patron is banned from the Library and Library property for **90 days**. If patron is a minor, a letter will be sent to the parent or guardian.

Fourth offense: Patron is banned from the Library and Library property for **one calendar year** (365 days). If patron is a minor, a letter will be sent to the parent or guardian.

Fifth offense: Patron is banned from the Library and Library property **indefinitely**. If patron is a minor, a letter will be sent to the parent or guardian. In order to return to the Library and Library property, the patron must appeal to the Library Board of Trustees. See Section 5 of the Code of Conduct Policy for procedures.

Violent offense: There is zero tolerance for threats, acts of violence, vandalism, and theft. This includes all illegal activities. If such act(s) is viewed, 911 will be called and the patron banned from the Library. Patron then must follow rules for the fifth offense to be reinstated.

Trespassing offense: Trespassing is defined as failure to leave the Library or Library property as instructed, or entering the Library or Library property while banned. Trespassing will be handled by calling the police for assistance.

If a child is asked to leave for a violation of this policy, but has no transportation at the time, a parent or caregiver will be notified and the child will be supervised until parent or guardian has arrived. If no parent or caregiver can be reached by the Library or refuses to pick up their unattended child, law enforcement will be contacted. See the **Children and Vulnerable Adults in the Library Policy** for further information regarding these procedures.

5. GRIEVANCE PROCEDURES

Any redress for grievance regarding any actions taken by Library staff to enforce Library public behavior standards must be submitted in writing to the Director. The Director shall respond in writing to this grievance. If the patron does not accept the Director's response to the written grievance, the patron may submit a written redress for grievance to the Library Board of Trustees. The Library Board of Trustees shall review this grievance and provide a written response at their next scheduled Board meeting. The Board's decision shall be final.

Non-Compliance Report Brief

Description of Non-compliance:

(Completed by staff member who saw/heard offense; signed by offender; copied for library files)

Offender's Name Date

Staff Member's Signature Staff Member's Initials

For under 18 years of age:

Parent Name Parent Contact Phone

Mailing Address

Staff Member's Signature Staff Member's Initials

Date Code of Conduct Report Filed