

## **Patron Rules of Conduct Policy**

Date Adopted: 3/13/2018

Adopted by the Library Board

Date Amended: 6/13/2023

No person shall engage in inappropriate conduct on the premises of the Public Library or when participating in Public Library programs.

Inappropriate conduct shall include any individual or group activity which is disruptive to other person's lawfully using Library premises or otherwise inconsistent with activities such as reading, studying, proper use of the library materials, and other similar conduct normally associated with a public library. Library users are required to observe the Rules governing the use of the Superior Public Library. (See Rules of Conduct)

Section 51-212 of the Nebraska Statutes specifically give public libraries the power to regulate the use of the library and to exclude from the library persons who violate or refuse to comply with the library's rules and regulations.

### ***The following actions are prohibited on library property:***

- Any sexual display in the library will be cause for removal of library property.
- Physical, sexual or verbal abuse of other library users or of library staff.
- Carrying weapons of any type unless authorized by law.
- Stealing, defacing, or destroying of library property.
- Interfering with free passage of others.
- Behaving in a disorderly, loud, or disruptive way or annoying, harassing, or threatening another person.
- Soliciting/ selling/ campaigning unless it is prearranged and in the meeting room.
- Interfering with others use of the library through poor personal hygiene.
- Leaving young children or vulnerable adults unsupervised or unattended.
- Bringing animals or any type of vehicle into the library except as required for young children or persons with disabilities.
- Skateboarding or roller-blading on city property.
- Cell phone and audio-visual equipment used in a way disturbs other patrons. Cell phones need to be used outside or with headsets or earphones.
- No use of tobacco, or electronic smoking devices, and no eating is allowed in the library. Lidded drinks are allowed in the library. Food and drinks are allowed in the meeting room. An exception for food or drink is made for the library staff in the workroom or office.
- Profane or drunken conversation and/or behavior in the library, or being under the influence of illegal drugs.

*Library staff shall:*

- Call the police for any individual who intentionally takes and carries away, transfers, conceals, or retains possession of any library material beyond the front desk.
- Call the police anytime the staff member feels threatened from a patron, or a patron refuses to leave when asked.
- Restrict the length of time an individual may use library equipment.
- Restrict the number of individuals using the same piece of library equipment at one time.
- Ask anyone not following the computer rules to leave the computers.
- A patron may be asked to leave his or her book bag, coat or handbag in the entry way or in their vehicle. This will be at the discretion of the library employee on duty.

### **Support of Staff Members Actions**

- Library staff members who have acted with their best judgment in a situation dealing with a person will be supported by their supervisor, and the Library Board.
- It is the judgment of the staff member how a situation will be handled. They can handle the problem directly with the patron or if assistance is needed, telephone the police. The police should be phoned immediately if the situation is of a severe/violent or emergency medical situation.

### **Inappropriate Conduct**

The following are guidelines for inappropriate conduct, and the consequences of those actions, at the discretion of the staff member on duty.

#### **Inappropriate Conduct- Minor Offenses by Patrons**

Excessive and disruptive conversations, eating or drinking in the public area of the library, unauthorized canvassing, selling, soliciting, or engaging in any other commercial activity, violating Internet and computer policies, preventing staff from normal, reasonable, clean-up, reshelving activities (especially 10 minutes before closing), being in a state of intoxication, bringing any animal into the library (except working animals which assist the disabled).

#### **Unattended Minors:**

Children under the age 7 years must be accompanied at all times by an older responsible person. Children may be left unattended at scheduled library programs. The responsible person should plan to be at the library when the program concludes.

The Superior Public Library assumes no responsibility for children left unattended on library premises.

### **Inappropriate Personal Hygiene**

Patrons whose bodily hygiene or odor is so offensive, or whose body or belongings are infested with insects, including but not limited to bed bugs or cockroaches, as to constitute a nuisance to other persons may be asked to leave the building. When the problem is corrected, patrons may re-enter the library.

### **Treatment of Minor Offenses**

- Verbal warning will be given.
- Continuous or repeat infractions may result in banning from the library premises for a period of 1 day to 6 months at the discretion of the Director. (a copy of the Banned Patron form can be found in the back of the policies of the Superior Public Library)

### **Inappropriate Behavior- Major Offenses by Patrons**

Any persons violating the following rules will be immediately removed from the building by staff or police. The patron may be banned permanently at the discretion of the Library Director, depending on the nature and the seriousness of the offense that required removal, the extent of damage or disruption caused, or any history of prior infractions of library policies and other relevant circumstances. If the police are called the person will be permanently banned.

Stealing, defacing or damaging library property; abusive, indecent behavior, committing any crime, will be grounds for permanent banning profane or drunken conversation and/or behavior; tobacco use, violation of a municipal ordinance, offenses not covered under Minor Offenses, on the premises of the library (will be grounds for banning of the patron).

### **Incident Reports**

Incident reports must be filed in all cases when it was necessary to call for outside help or in a situation in which the employee's actions may be questioned. The Director will be made aware of any incident reports filled out.

All incident reports, patrons banned, and problem patrons' reports will be kept for review in case of repeat offences a copy of these reports will be kept in the director's office with a note, at the front desk, to other librarians about the incident and time periods that the patron is banned (a copy of the form can be found in the back of the policies of the Superior Public Library).

## **Banning Procedure**-After repeat or major behavior problems

- The Director will be notified by the staff member and the incident reports will be reviewed with the staff.
- The patron and all staff will be notified of the reason and length of the banning.
- The Director may review or reconsider the decision of the patron and may shorten or terminate the banning period if information submitted by the patron warrants such modification. The Director will respond to the individual and staff the outcome of the appeals process.