

East Troy Lions Public Library

Patron Code of Conduct

Original Policy Approved: 04-14-2009
Policy Revised: 09-13-2011
Policy Updated and Reviewed: 04-18-2017, 10-13-2020
Updated Policy Approved: 10-13-2020

Purpose: The purpose of this policy is to ensure a safe, orderly, and comfortable atmosphere in which all Library Patrons can use the Library's materials and services most effectively. Staff and patrons should be mindful of the effects of their behavior on others using the Library's facilities. This policy addresses standards of public behavior in general. From time to time, the Library Board may adopt additional policies governing public behavior.

General Conduct: General rules of behavior are designed to protect the rights of Library patrons, to outline for staff members acceptable and appropriate behavior on the part of patrons, and to preserve materials and facilities.

Wisconsin Statute 43.52(2) states: "every public library shall be free for the use of the inhabitants of the municipality by which it is established and maintained, subject to such reasonable regulations as the library board prescribes in order to render its use most beneficial to the greatest number. The library board may exclude from the use of the public library all persons who willfully violate such regulations."

Any patron who disregards these regulations is subject to removal from the Library and/or restriction of library privileges. These restrictions may include denial of specific privileges (i.e. use of public computers) to denial of the right to use the Library for a specific period of time. In the event of inappropriate behavior by a minor, the parent or guardian will be notified by the Library Director.

Staff Members who observe unacceptable behavior shall take appropriate action. When a patron is asked to leave the Library for any reason the following steps will be taken:

- The staff member will file an incident report.
- If the patron's name is known or can be determined, it will be appended to the report.
- The reason that the person was asked to leave will be noted.

The Library Director (or person so designated in the Director's absence) will review the record and make a decision whether the patron should be banned for a longer period of time, or until specific conditions are met. If such a decision is made, the Director will inform the patron (or in the case of a minor, the parent or guardian) of the decision made along with an explanation. The Library Director shall offer the patron who has been so informed of an opportunity to appear before the Library Board (at its next meeting) to appeal the decision.

When the conduct constitutes a crime or an ordinance violation, the Library Director shall forward a report to the Village of East Troy Police Department.

General Guidelines: This policy applies to patrons of all ages and there shall be no discrimination of any kind in the application of this policy.

Below is a partial list of acceptable and unacceptable behavior:

- Appropriate apparel, including footwear, should be worn. All patrons must wear shoes at all times. Out of consideration for others, personal cleanliness is expected. Patrons whose body odor proves to be offensive to others may be asked to leave.
- Violation of federal, state, and local laws will not be permitted on library property. Theft, vandalism and mutilation of library property are criminal offenses and will be prosecuted.
- Any behavior that disrupts the use of the library is prohibited. This includes, but is not limited to loud or boisterous behavior, verbal or physical harassment, running or fighting.
- Food or drink (except water) may not be brought into the library.
- Volume on computers, tablets or smartphones must be kept low enough so as not to disturb other patrons.
- Computer use is restricted to a single person at any one computer station at a time.
- Service animals are allowed inside the building (certified or in training), along with animals brought in for scheduled programs. No other animals are allowed.
- Bicycles, skateboards, baby strollers or other similar equipment, cannot be brought into the library nor should they be left anywhere where they would make the entrance inaccessible. A bicycle rack is provided outside. Skateboarding, Rollerblading or Hover boarding are prohibited on Library grounds
- Smoking or the use of electronic smoking devices is prohibited in the library building and within 25 feet of the main entrance outside the building.
- Groups of patrons shall not congregate around the front door or on the basement steps. Congregating in these areas impedes access to and from the building.
- All weapons are banned from the Library premises to the fullest extent permitted by law.
- Any behavior or actions not listed above will be left to the discretion of the Library Director (or person so designated in the Director's absence) for review and action.

Children's Policy: The East Troy Lions Public Library welcomes and encourages children to visit the Library, use its resources and services, and attend programs. Staff members are available to help and support children; however, the Library is not able to provide short-or-long term child care, or be responsible for unattended children.

Unattended children are children under 18 years of age who are apparently unaccompanied by a parent, guardian, and/or responsible caregiver. Children who are unable or unwilling to care for themselves may not be left alone in the Library and must have adequate supervision while in the Library.

No child aged nine or under may be left unattended in any area of the Library. Children nine (9) years of age and under must be supervised by a caregiver at least thirteen (13) years old who is able to attend to the child's safety and insure appropriate behavior. Exceptions may be made at the discretion of the Library Director. If a child nine (9) years of age or younger is found to be unattended in the Library, staff will attempt to find the child's parent/guardian. If the parent/guardian cannot be located, the Village of East Troy Police Department may be notified.

The Library is not responsible if children leave Library property.

Parents, guardians, and/or caregivers are responsible for the safety, behavior, and supervision of their children at all times when in the Library and on Library property. Children are expected to respect Library property and adhere to the rules outlined in the code of conduct.

Library Staff will attempt to contact a parent, guardian, and/or caregiver in circumstances such as the following:

- A child engaging in behavior that is disruptive to other Library patrons, staff, or the normal operations of Library business.
- A child involved in a situation that is potentially harmful to the health or safety of the child and/or other patrons.
- A child is left alone at the Library at closing time.

Such situations will be handled on a case-by-case basis by the Library Director. If parents, guardians, and/or caregivers cannot be contacted or are unresponsive; the Library will notify the Village of East Troy Police Department.

Sample Incident Report
(for Staff use)

1) Type of Incident (e.g. accident on premises, loud confrontation, suspected theft, etc.):

2) Describe the incident:

3) How did you learn of this? Did you see it happen?

4) Date & Time of Day:

5) Name of Patron if available:

6) Describe action taken:

7) Were the Police or Fire Department notified?

8) Follow up (for use by Director):

Your Name ~ Signature ~ Date & Time