

## CHARITON PUBLIC LIBRARY CONDUCT POLICY

(Approved June 3, 2010)

The Chariton Public Library strives to provide a safe, comfortable environment conducive to the use of Library materials and facilities by all members of the public. The Board of Trustees has established the following policy to protect the rights and safety of Library patrons and staff and to preserve and protect the Library's materials, equipment, and property. It is not inclusive and cannot cover all aspects of behavior and safety.

### **Unattended Personal Property:**

The Library is a public building and library staff members are not responsible for the personal items of patrons who are utilizing the library. Theft of unattended personal items is always a possibility in a public facility. Do not leave any personal items unattended while in the building. Unattended personal items will be turned over to the police upon discovery.

Patrons are expected to respect the privacy, rights and sensibilities of other patrons and staff members, and to use the Library for its intended purposes. In addition, patrons must abide by the following guidelines:

**Food and Drink:** Patrons may not consume food in the Library except at designated functions within the Educational Meeting Room. Consumption of beverages in containers or cups with lids is permitted in all areas of the Library **except at the computer stations**. Patrons must dispose of drinks without lids/caps before entering the Library. Use of alcohol, tobacco products, or controlled substances in the Library is strictly prohibited.

**Noise:** Loud or disruptive activity or behavior that substantially interferes with others' use of the Library, or with the ability of staff to perform their job duties, will not be allowed. Group activities and conversations are encouraged, but if the noise generated by these activities interferes with another person's use of the Library, the patron(s) responsible for the noise will be asked to change their behavior or leave the building.

**Harassment:** Willfully annoying, harassing, or bullying another person is not allowed in the Library. Harassment is any action taken, or situation created, intentionally, to produce psychological or physical discomfort, embarrassment, or ridicule, or any conduct (verbal or physical) of a nature that is intimidating, demeaning, hostile, offensive, or potentially dangerous to self or others.

**Threat of Harm:** Any behavior that could endanger the safety or health of others. Examples include but are not limited to: brandishing a weapon or making threatening comments or gestures.

**Property:** Patrons who engage in unlawful acts such as theft, vandalism, or the deliberate destruction of Library property or the personal property of patrons or staff members, or who access, alter, or damage any computer system, network, or electronic data, may be subject to prosecution. In addition, patrons shall not enter the non-public or locked areas of the Library without staff permission.

**Patron Privacy:** Picture taking or video taping of individuals unless authorized by the individuals involved or their parents if minors are present, is strictly prohibited. Soliciting of sales or Soliciting of signatures in person for a petition is not allowed on Library premises.

**Animals:** Animals, except those trained to assist individuals with special needs, are not allowed in the Library.

**Consequences:** Enforcement of these guidelines may take the form of any of the following actions, depending upon the severity of the conduct, which will be determined by the staff on duty at the time. Violation of any municipal, state, or federal law or code will result in expulsion from the building and could lead to prosecution.

Patrons who engage in unacceptable behavior will be given one warning and asked to behave in an appropriate manner.

Patrons who do not modify their behavior after one warning will be asked to leave the Library for the rest of the day.

Patrons who engage in unacceptable behavior that in the judgment of a staff member is extreme will be ordered to leave the building immediately.

If a patron asked to exit the building fails to do so, or threatens the Library staff, the police will be called.

Unacceptable behavior perpetrated during use of a particular service offered by the Library, such as juvenile programming or Internet access, may result in a temporary or permanent loss of access to that service for a period of time to be determined by the Library staff.

### **Appeals:**

Any individual or group may appeal any action taken or decision made by Chariton Public Library that is adverse to them. The appeal shall be in writing and on the form contained herein, and must be submitted within 30 days of the action/decision, or the appeal will not be considered.

An appeal addressing a decision made or action taken by Library Staff shall be made to the Library Director. The Director will send a written response to the appealing party. If the individual or group is unsatisfied with the result of an appeal to the Director, they may submit the appeal to the Chariton Public Library Board of Trustees. The appeal shall be in writing and on the form contained herein, and must be submitted within 30 days of the action/decision, or the appeal will not be considered.

An appeal addressing a decision made or action taken by the Library Director shall be made directly to the Library Board of Trustees. The appealing party may request an oral hearing before the Library Board.

The appeal will be considered at the next scheduled Board meeting whether or not the appealing party appears before the Board. The appeal will be decided based on the contents of the appeal form, the evidence given by the offended party, and the report presented by Library staff. The Board may call anyone else to testify and may consider any other material the Board deems relevant. The Board will make a final ruling on the appeal and a written response will be sent to the appealing party.

CHARITON PUBLIC LIBRARY  
INCIDENT REPORT

Date & Initials

\_\_\_\_\_

Date \_\_\_\_\_ Time \_\_\_\_\_ Staff Member \_\_\_\_\_

Patron Name \_\_\_\_\_ Incident \_\_\_\_\_

Actions Taken: Circle one and give a full description of patron's activity and actions taken below.

Verbal Reprimand

Termination of Activity

Loss of Privileges

Expulsion from Library

Phoned Police/Sheriff

Patron Searched/Removed

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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Witnesses: \_\_\_\_\_  
\_\_\_\_\_

Witnesses and other staff are encouraged to fill out a report as well. Additional comments may be included on the back of this sheet. A copy of the Library's Conduct Policy was supplied to the person(s) whose conduct was the origin of this report.      yes      no      (circle one)

Staff Member Signature

\_\_\_\_\_

Date signed \_\_\_\_\_

# CHARITON PUBLIC LIBRARY PATRON APPEAL

If an individual or a group wishes to appeal any decision made or actions taken by the Library Staff or Director, they may complete this form and submit it to the Chariton Public Library Board of Trustees for review. Appeals will be dealt with promptly and courteously.

The individual or group may also present their appeal, in person, to the Library Board of Trustees at the regular monthly board meeting, during the Public Forum, for which time will always be designated with the agenda. The Board meets the first Thursday of each month at 5:00 pm in the Library Board Room. The Library Board of Trustees will make a final ruling on the appeal and a written response will be sent to the individual or group.

Patron Comments:

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Desired Result:

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Patron Name: \_\_\_\_\_ Date: \_\_\_\_\_

Patron Contact Information: \_\_\_\_\_

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Chariton Public Library Board of Trustees Response: \_\_\_\_\_

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