

19. LIBRARY USER CODE OF CONDUCT

In order to create an environment to protect all Library users' right of access to Library facilities, to ensure the safety of users and Staff, and to protect Library resources and facilities from damage, the Derby Public Library Board of Trustees establishes a policy which may impose reasonable restrictions on the time, place or manner of Library access.

- **Serious Offenses**

- Conduct that violates federal/state statutes or local ordinances or that creates a safety threat to other people by public library users will result in Staff and/or Police intervention. Library privileges may be limited, suspended or removed.

- Violence and/or threats of violence
- Use of or possession or selling of illegal drugs
- Vandalism/Graffiti
- Theft of library property, employee property or other library users' property
- Gross behavior (may be related but not limited to unacceptable social behavior)
- Use of library property, including telephone, to conduct illegal business
- Being under the influence of alcohol or drugs
- Physically threatening or endangering Staff or library users
- Inappropriate use or abuse of Library materials and equipment
- Smoking or tobacco use in the library including the use of electronic cigarettes
- Carrying or display of items that have the potential to be used in violence, such as but not limited to, knife, gun, etc., on Library premises unless authorized by law.
- Any other illegal acts

- **Unacceptable Behaviors**

- The following behaviors by library users, while not considered illegal and may be acceptable at other times and in other places, are not permitted in the Library as it disrupts the smooth and proper function of the Library.

- Sleeping
- Disrupting the study or recreation of library users
- Not wearing appropriate attire, such as shoes and shirts
- Loud, foul or abusive language
- Bullying of other library users including online bullying
- Improper behavior such as standing too close to people, following people, unwanted touching or sexually suggestive activity
- Noisy or rowdy behavior, including running, playing hide & seek, etc.

- ❑ Wearing or use of inline roller blades, skates, skate boards, etc., on Library premises
 - ❑ Playing of audio equipment so that others may hear it
 - ❑ Climbing on shelves or furniture or playing with rather than using computers and catalog terminals.
 - ❑ Bathing – the washing of body parts other than hands and face
 - ❑ Any other activity that disrupts the normal activities of library users and Staff
 - The Library User Code of Conduct and any subsequent consequences are valid for all Library-sponsored programs held on or off Library premises.
- **Enforcement**
 - A library user will receive a verbal reminder or instruction to stop the unacceptable behavior when it is first observed. This may be issued directly to the library user or, in the event of a minor, to the responsible adult.
 - Any library user who does not comply with the request to change his/her behavior may be removed from the Library for the remainder of that day's hours of operation.
 - If a library user refuses to leave, the Director, a Department Coordinator or Person-in-Charge will be notified. They will be responsible for the situation and are authorized to call the police or 911 if so warranted.
 - In the event of unlawful behavior Staff should immediately report the situation to the Director, Department Coordinator, or Person-in-Charge, who is responsible for calling the police, except in cases of imminent danger.
 - In the case of imminent danger Staff should contact 911 immediately and notify the Director, a Department Coordinator or the Person-in-Charge when it is reasonably possible. An unlawfully carried weapon or potentially violent situation should be considered a case of imminent danger and Staff should immediately notify 911 and then follow normal procedures.
 - Recorded video from security cameras may be used to help verify the infraction or persons involved.
 - Habitual, unacceptable behavior may result in a restriction of or suspension of Library privileges for a period up to one (1) year at the discretion of the Director.
- **Personal Items**
 - All personal items are the responsibility of the library user. Library users should keep personal items with them at all times as staff are not responsible for unattended items.
 - Staff will not hold personal items such as purses, coats, backpacks, brief cases, laptop computers, etc., for a library user, either while the user is at the Library or needs to leave the Library premises.

- Staff should only examine a user's personal items to check for identification if the item has been abandoned or if it is deemed necessary to conduct an inspection.

- **Children in the Library**

- The Library welcomes and encourages children to explore the Library and make use of Library services.
- Parents are responsible for their child's proper behavior in the Library and for monitoring their child's behavior. With reasonable exceptions, children are expected to abide by the same rules that apply to adults in the Library.
- Children or young adults who are in the Library alone and violate the Library User Code of Conduct will be asked to leave.
- If the child or teen is unable to go home alone, Staff will attempt to locate the parents to come pick them up.
- If Staff is unable to locate a parent, Staff members will notify the Youth Services Coordinator and/or Youth Services Library Assistant, the Director, a Department Coordinator or Person-in-Charge who will be responsible for the situation and who is authorized to call the police or 911 if the situation warrants.

- **Unattended Children**

- The Library is open for use to the general public and Library Staff cannot be responsible for the safety of children.
- Children under the age of seven (7) must be attended by a parent or other responsible caregiver age thirteen (13) or older at all times while in the Library.
- When a child under the age of seven (7) is attending a Library program, the parent or responsible caregiver is to remain on the Library property.
- Should it come to the attention of the Staff that a young child has been left alone, Staff will attempt to locate the parent/guardian or caregiver.
- If the parent/guardian or caregiver cannot be located, Staff members will notify the Youth Services Coordinator and/or Youth Services Library Assistant, the Director, a Department Coordinator or Person-in-Charge who will be responsible for the situation and who is authorized to call the police or 911 if the situation warrants.

- **Unattended Children or Young Adults at Closing**

- If children or young adults under the age of 16 are left unattended at closing, Staff will:
 - Ask the child or young adult to call a responsible person for a ride home.
 - At least two Staff members will remain with the child or young adult after the Library closes and until the situation is resolved.

- ❑ At fifteen (15) minutes after closing, if the parent/guardian or caregiver cannot be reached and has not come, the police or 911 will be notified and be requested to take charge.
- ❑ Staff will post a note on the outside doors for the parent/guardian or responsible party informing them where their child can be found.
- ❑ Staff will not drive an unattended child or young adult home.

- **Library User Grievance Rights**

- An individual who believes he or she has been wrongfully or unfairly treated in any of the above instances regarding the Code of Conduct or who wishes to have his or her privileges reinstated may file a written request for a hearing with the Library Board.
- The Library Board will consider the written request at its next regularly scheduled meeting and determine an outcome.
- The individual will be informed in writing of the Library Board's decision within three (3) days of the Board meeting.