

Subject: Patron Behavior

Purpose:

To ensure that library facilities provide a welcoming climate of respect and comfort for library patrons and for staff.

Policy:

All library patrons are expected to adhere to the Library Code of Conduct approved by the Library Board of Trustees, and display appropriate behavior when using any branch of the Montgomery-Floyd Regional Library.

Depending on the nature of the inappropriate behavior and when possible, staff will first remind patrons about appropriate library behavior before taking the stronger measures (of banning or asking the patron(s) to leave the library) to enforce this policy.

Inappropriate conduct includes any individual or group activity which is unreasonably disturbing to other library patrons. Threats of any kind, whether imminent or in the future, towards library staff and patrons, are strictly prohibited. Behavior or acts which appear to be a danger to others are strictly prohibited. These include assault, fighting, and other acts of violence. There shall be zero tolerance for threats, confrontational behavior, or violent actions of any kind toward library staff or patrons, and such actions shall be reported to the police/sheriff.

Irresponsible use of the library and grounds include but are not limited to the following:

- Any illegal activity including stealing, damaging, or altering any library property
- Disruptive, drunken, or threatening behavior, including cursing and making obscene gestures
- Acts of sexual misconduct, including but not limited to indecent exposure; offensive touching; sexual harassment; displaying pornography; stalking or staring; any conduct that alarms, annoys or harasses another patron or staff
- Unacceptable personal hygiene. Shirt and shoes must be worn in the buildings
- Possession of a weapon except as permitted by law or exhibiting any item in a threatening manner
- Consumption of alcohol, intoxicants, or tobacco, including e-cigarettes
- Bringing animals into the building except properly identified service animals, or animals used in library programs
- Soliciting money, donations, signatures, or other activities that request assistance from the public
- Entering before or after open hours; using the library when banned
- Photographing or recording users of the library without their permission and permission of the library staff

- Performing any illegal act or conduct in violation of federal, state or local law, ordinance, or regulation

All bags are subject to search by staff based on reasonable suspicion. Any patron who has engaged in inappropriate behavior may be asked to immediately leave the building and/or grounds. Any person who is asked to leave the library and refuses to do so shall be considered to be trespassing and shall be reported to the police/sheriff and may be subject to permanent banning from the library and/or arrest.

The decision to ban a patron based on inappropriate behavior shall depend upon the nature and extent of the inappropriate behavior, the extent of damage or disruption resulting from the behavior, any history of prior infractions of library policies, and other relevant circumstances.

The banning process is as follows:

- Management staff shall issue a written ban letter to the individual(s). The letter shall indicate the reason for the ban and the time period of the ban. Letters will be copied to all library supervisors, the Director and the police/sheriff department. A written incident report will also be sent to the Director.
- Any person who enters any of the MFRL libraries while banned shall be reported to the police/sheriff and will be subject to arrest and prosecution for trespassing.
- If the Director agrees with the ban and the length of the ban, the Director shall issue a decision in writing confirming the action. If, after consulting with staff and the banned patron, the Director deems it appropriate to rescind or modify the terms of the ban, the Director shall notify the banned patron in writing of the Director's decision, and specify the reasons for the rescission or modification.
- A banned patron may appeal the decision of the Director by written request to the Montgomery-Floyd Regional Library Board of Trustees. The Library Board of Trustees shall consider the appeal at their next scheduled Board meeting. At that meeting, the Library staff/Director and the banned patron shall have an opportunity to provide testimony and other relevant information for the Library Board of Trustees to consider. During the appeal period, the individual may not use any of the MFRL libraries.
- If the library patron is under the age of 18, the letter shall be sent to the child's parent.

Attachments:

- Code of Conduct

References:

- Policy 102 – Unattended Children
- Example of a banning letter

Approved:

Montgomery-Floyd Regional Library Board of Trustees
March 16, 2011; revised April 16, 2014; May 20, 2015, April 20, 2016.

April 20, 2016



Date

Margaret Christle, Chair