

**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 stronger measures (of asking the patron(s) to leave the library, or banning) 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, intoxicated, 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 deliberate 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, other 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, except for the purpose of civic solicitation as defined in MFRL Policy 314: Signature Gathering and Civic Solicitation.
- Entering before or after open hours; attempting to enter designated staff only areas; using the library when banned.

- Photographing or recording users of the library or library staff without permission and without authorization from the library staff.

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 Branch Managers, the Director and the police/sheriff department. A written incident report will also be sent to the Director.
- 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/or 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.
- 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.
- 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 or legal guardian.

**Attachments:**

- Montgomery-Floyd Regional Library Code of Conduct
- Example of a MFRL banning letter

**References:**

- MFRL Policy 102: Unattended Children
- MFRL Policy 314: Signature Gathering and Civic Solicitation.
- United States Department Justice, Civil Rights Division. ADA Requirements: Service Animals. February 28, 2020. <https://www.ada.gov/resources/service-animals-2010-requirements/>

**Approved:**

Montgomery-Floyd Regional Library Board of Trustees

March 16, 2011; revised April 16, 2014; May 20, 2015, April 20, 2016; April 17, 2019; Revised January 15, 2025; March 19, 2025.

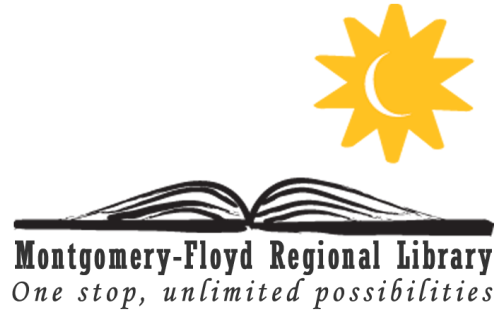
March 19, 2025

Date



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Gunin Kiran, Chair



{Date of Letter}

{Addressee}

{Current Mailing Address Line 1}

{Current City, State and Zip Code}

{Name of Banned Person}:

This letter concerns your conduct on {date of conduct}. Your conduct was in violation of Library Policy 115, Patron Behavior.

Due to this conduct, you are now banned from all Montgomery-Floyd Regional Library property [{permanently} *OR* {until date ban is no longer in effect}]. If library privileges are reinstated, you will not receive additional warnings. Another infraction in library behavior will result in a longer suspension of library use.

You may file a written request to the Montgomery-Floyd Regional Library Board of Trustees, 125 Shelton Street, Christiansburg, VA 24073, to appeal this ban. The written request must contain your reasons for the library to reconsider the ban.

The length of this ban from all Montgomery-Floyd Regional Libraries shall remain in effect unless the Board Chair sends you a written statement altering the terms of the ban.

**Ban issued: {Library Location}**

**For: {duration of ban}**

Sincerely,

{Branch Manager}

{Branch Location}

# Montgomery-Floyd Regional Library

## Library Code of Conduct

Montgomery Floyd Regional Library offers a welcoming, respectful, and comfortable environment for everyone. The Board of Trustees has established the Library Code of Conduct to protect the rights of library patrons and staff to enjoy a safe space conducive to the effective use of library facilities, materials, resources and services.

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, intoxicated, 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, except for the purpose of civic solicitation as defined in MFRL Policy 314: Signature Gathering and Civic Solicitation.
- Entering before or after open hours; attempting to enter designated staff only areas; using the library when banned.
- Photographing or recording users of the library or library staff without permission and authorization of the library staff.
- Performing any illegal act or conduct in violation of federal, state or local law, ordinance, or regulation

This Code of Conduct will be enforced by staff and/or local law enforcement. Patron identification, including name, address, and telephone number may be requested. Any patron not abiding by the policies of the library will be required to leave the premises and may forfeit their library privileges. Any patron may appeal to the Montgomery-Floyd Regional Library Board of Trustees in respect to any action taken under this Code of Conduct.

Approved: Montgomery-Floyd Regional Library Board of Trustees, January 15, 2025.