

# Poplar Bluff Municipal Library District

## Code of Conduct

March 2013 Revised December 3, 2018 This policy shall be retroactive to January 1, 2013  
Approved 3-4-13; Approved 3-7-16; Approved 3-6-2017; Approved 8-7-17 ; Approved 8-6-18 ;  
Approved 12-3-18; Approved 3-2-2020; Approved 9-14-2020; Approved 3-11-2022;  
Approved 9-12-2022

### **Purpose:**

To ensure that services, materials, facilities and grounds of the library provide

- (1) fair and equitable opportunities for patrons without being subjected to unreasonable interference or disturbance by others;
- (2) healthy, safe, and secure experiences for patrons while using the Library facilities;
- (3) protection from theft and damage; and
- (4) healthy, safe and secure workplace for Library employees.

Any behavior that does not support a welcoming environment and/or violates the Rules of Conduct may result in cost-recovery charges, suspension of library privileges, exclusion from the Library and/or prosecution.

Posted at all library entrances and selected handouts:

Respect others. Show care for staff and your fellow library users. Contribute to an atmosphere that supports the well-being of everyone and protects the rights, safety and enjoyment of all those utilizing and providing library services.

Patrons unwilling to follow the Library Code of Conduct may be asked to leave the building and/or grounds. Patrons shall adhere to the Library's "Acceptable Use Policy" for all computer access including WiFi.

References to premises, grounds, building(s) and facilities include all of the physical facilities, lawns, parking lots, gardens and driveways owned by the Library. Staff presenting and patrons attending programming off-site are subject to this Code of Conduct.

### **Patrons must follow the standards below:**

1. Library hours are posted and the buildings and grounds are closed outside these hours except for library sponsored events. Those who violate these postings will be asked to leave and/or be reported to the police.
2. It is unacceptable to interfere with another person's use of the Library's facilities or property or with Library personnel's performance of their duties is unacceptable.
3. Patrons may only enter library grounds with an animal if it is a service animal that requires accommodation under the Americans with Disabilities Act (ADA). Under ADA, a service animal is a dog or miniature horse no taller than 34" at the shoulder that has been individually trained to do work or perform tasks for an individual with a disability. Service animals must be under the immediate control of their handlers at all times. Service animals are not allowed on library furniture or fixtures. Service animals which are disruptive will be required to leave library premises. Service animals may never be left

unattended on library grounds. Handlers are responsible for cleaning up after their service animal.

4. Food or beverages may be consumed only during pre-arranged and approved meetings as scheduled by library administration in the Boardroom and theater. This includes children's story time events and movie days. Food and beverages may be consumed outside in the Sensory Garden. Prepackaged snacks and drinks with screw top lids or containers may be consumed on the landing on the parking lot side. All trash must be disposed of in acceptable containers.
5. Alcohol on Library property is not allowed without the express written permission of the Library Board of Trustees for special events.
6. Any sleeping/camping/loitering on Library grounds is forbidden. Lying or lounging, or sleeping on floors and furniture is not using the facilities for intended purposes. Patrons may sit in library furniture in the location as placed by library staff. Anyone needing special accommodation for furniture placement or use may ask staff for assistance. (Children and babies sleeping in arms, carriers, or strollers and using the Library with their parent/guardian/caregiver are exempt.)
7. Entrances and exits, stairs, aisles, elevator or parking lot and designated parking spaces are to be free of obstruction. There is no parking or standing at the front of the building except for deliveries and patron drop off or pick up.
8. Personal items (including bags, luggage, backpacks, strollers, etc.) unattended in the library or on grounds are removed. Library staff will not care for or watch these items.
9. The Library is a tobacco, smoke, and vape free campus.
10. Use cell phones in non-restricted areas only.
11. Use headsets to listen to audio and video recordings in a manner that the sound is not audible to others.
12. Be respectful of all patrons and staff . Do not speak loudly, use profane, threatening, and/or abusive language, or engage in disruptive conduct. Phones are to be silenced in the library.
13. Engagement in public displays of affection, indecent or obscene conduct, harassing, hostile behavior, exposing his or her body including midriff, chest, and buttocks is prohibited. Undergarments worn as body coverings and swimsuits are not acceptable as clothing to be worn in the Library.
14. Protect the health and well-being of staff and patrons by following directives related to bare feet, basic hygiene, and community well-being. Do not use the Library as laundry facilities and bathing facilities.
15. Children under the age of 12 must be accompanied by a caregiver over the age of 16. (Please see Unattended Child Policy).
16. The children's library is reserved for children and their caregivers. The young adult area is reserved for patrons in seventh through twelfth grades. Adults may browse and borrow from the children's and young adult collections; however, adults in need of computers, wifi, seating, and workspace are served by other areas of the library. Out of concern for the safety of young patrons, adults who are unaccompanied by a child or young adult in these areas will be asked to move to another area of the library.
17. Soliciting anywhere is prohibited.
18. Using the Library parking lots as a riding or skating park or roadway is unsafe and is prohibited. Roller skates, roller blades, skateboards or other recreational conveyances may not be brought into the Library buildings. Bicycles, mopeds, and scooters must be

left in designated spaces outside. No shopping carts may be left on Library grounds. Strollers or carriers must remain with library users and may not be left unattended in the Library or on the grounds.

19. Vehicles must be removed from the parking lots outside Library hours unless permission is given by the Library director. Vehicles may be towed at the owner's expense. Non-library patrons may not use the parking lots as a location for their residential parking.
20. Weapons such as explosives, firearms, knives, look-alike weapons, or any other objects that can reasonably be considered as weapons are not allowed on Library premises and grounds or at events unless patrons are sworn officers of the law or exempt under the Revised Statutes of Missouri

Depending upon the offense and the particular circumstances of the code violation, violators of the foregoing Code of Conduct may be barred from use of the Library, either temporarily or permanently. Library staff is authorized to ask disruptive patrons to leave the library and ban them for a 24-hour period. Library staff at their discretion may call law enforcement for assistance.

Library staff must report all incidents in a timely manner. The Library Director must receive written notification (Incident Report) within one working day of infractions of the Code of Conduct involving patron bans and law enforcement intervention. Notification must include actions taken by staff member(s) at the time of the incident. Staff are empowered to call police if a patron who is asked to leave does not comply.

Depending upon the severity of the offense the following guidelines for banning patrons are as follows:

1. Minor infractions: First offense one-day ban; Second offense – One-week ban; Third offense – One-month ban;
2. Infractions involving threats, property damage, computer offenses (see Acceptable Use Policy), weapons, threats or harm to other patrons, unauthorized solicitation, drug or alcohol use, and illegal activity may result in one month, six month, or permanent bans depending upon the frequency of such activity and perceived threat to library patrons, staff, and service. Library staff have the discretion to call the police when serious incidents such as these occur.
3. Administration will send or personally deliver letters or memoranda to the patron informing them of the violation of the Code of Conduct and the consequences of the infraction. If the patron is not available, law enforcement may be asked to assist library personnel. In cases where the name and/or address is unknown, a record is maintained using security footage with a copy of correspondence. Parents and guardians if known are notified if the patron is a minor. In addition to barring persons, temporarily or permanently, from use of the Library for violations of the foregoing Code of Conduct, the Library may, in its sole discretion, bring criminal charges against any persons suspected of criminal acts toward library staff or patrons, including theft or vandalism of Library property or materials or of any violations on Library property of federal, state or local laws and ordinances.