

KIRKENDALL PUBLIC LIBRARY
Ankeny, Iowa

The mission of the Kirkendall public Library is to provide lifelong learning and enjoyment in an inclusive, welcoming environment that is a primary community destination. The Library provides equal access to quality information services, materials, and resources to all members of our community. (Mission Statement adopted by the Board of Trustees, September 2006).

SUBJECT: CONDUCT IN THE LIBRARY

BACKGROUND: The Kirkendall Library Board of Trustees is committed to providing a safe, comfortable environment conducive to the use of library materials, by either individuals or small groups. The library is intended for the use of all members of the public. Patrons are expected to be respectful of the rights of other patrons and staff members and to use the library for its intended purposes.

POLICY: A. The Board of Trustees shall establish expectations regarding conduct in the library and provide guidelines for staff to follow should incidents of misconduct occur.

B. Definitions.

Misconduct:

1. Any behavior that interferes with the rights of individuals to use library materials and services.
2. Any behavior that interferes with the ability of library staff to conduct library business.
3. Any behavior that threatens the secure and comfortable environment of the library or those using the library.

Prohibited Conduct:

1. Willfully annoying, harassing, or threatening another person. Harassment is defined as any action taken or situation created intentionally to produce psychological or physical discomfort, embarrassment, or ridicule. Contact, unwelcome physical advances, or conduct (verbal or physical) of a nature that is intimidating, demeaning, hostile, offensive, or potentially dangerous to one's self or others.
2. Campaigning, petitioning, interviewing, survey taking, soliciting, or selling, unless authorized by the Director or his/her designee.

3. Picture taking or video taping of people unless authorized by the people involved, or the parents or legal guardian if a minor is present.
4. Behaving in a disorderly, loud, or boisterous manner.
5. Listening to radios or personal cassette players either without earphones or with earphones at an unreasonable volume.
6. Impeding access to the building or an area of the building, or blocking book stack aisles for extended periods of time.
7. Bringing animals into the library, except as needed by physically challenged persons.
8. Leaving personal items in the building overnight. The library assumes no responsibility for any belongings left unattended.
9. Entering the non-public or locked areas, unless accompanied by a staff member or through prior authorization from a staff member.
10. Smoking, chewing tobacco, using electronic cigarettes, or using snuff.
11. Consuming food or beverages except as permitted in the meeting rooms or as approved by the Director or the Director's designee.
12. Using the restroom facilities for bathing or other inappropriate uses.
13. Vandalism or deliberate destruction of library materials.
14. Violation of any municipal, state, or federal law or code.
15. Violation of any Library Policy.

PROCEDURES:

A. Patrons Age Nine and Older. Library staff shall determine the severity of the inappropriate behavior exhibited and take one or more of the following actions:

1. In situations of a less severe nature, the patron will be informed (preferably in a non-public manner) of the concern for the demonstrated behavior, respectfully asked to discontinue it, and allowed to remain in the library to conduct their business.
2. Patrons who do not modify their behavior after one warning may be asked to leave the Library for the remainder of the day.
3. In the case of more extreme or severe behavior, the patron may be asked to immediately leave the facility.
4. The Ankeny police may be called as appropriate.
5. Whenever a situation or patron's behavior is considered significant enough to merit expulsion or police notification, it is desirable to have two staff members (including a senior staff member if available) agree on the course of action to be taken.

6. The Director or designee may inform a patron that they can be barred from the Library for one year if the cited behavior continues.

B. Patrons Under the Age of Nine. In a situation where a child's behavior is deemed inappropriate or disruptive, library staff shall take the following steps:

1. Respectfully ask the child to stop or modify the behavior.
2. Visit with the child's parent, guardian, or supervising adult to request their assistance in modifying or stopping the child's behavior.
3. If the parent, guardian, or supervising adult refuses to assist or is unable to persuade the child to modify or stop his/her behavior, the child shall be asked to leave the library for the remainder of the day.
4. If the child's parent, guardian, or responsible adult is not in the building at the time of the incident, library staff will attempt to contact him/her to explain the situation and request the child be immediately picked-up. If the parent, guardian, or supervising adult is unable to immediately pick the child up, the child will be allowed to stay until transportation can be arranged. Should the behavior in question continue while the child is awaiting the arrival of his/her parent, guardian, or supervising adult, the child will be asked to leave.

C. Exceptions to the above may be authorized by the Library Director and/or designee.

Adopted by Library Board of Trustees:

Myrna Anderson, Library Director

Date

Todd C. Beveridge, Board President

Date

Policy Revised: 03/02
 06/06
 06/08
 03/10
 03/14