

**Ankeny Kirkendall Public Library**  
Ankeny, Iowa

**The Mission of the Ankeny Kirkendall Public Library to be a welcoming and inclusive community center of learning experiences and entertainment, interaction and connection.**

**SUBJECT: CONDUCT IN THE LIBRARY**

**BACKGROUND:** The Ankeny Kirkendall Library Board of Trustees is committed to providing a safe, respectful, comfortable environment conducive to the use of library materials, by either individuals or groups. Patrons have the right to use the library undisturbed and library employees have the right to work without undue interference. The library is intended for the use of all members of the public.

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

**DEFINITIONS.**

*Misconduct:*

1. Any behavior that interferes with the rights of individuals to use library materials, resources 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. Interfering with the library's right to maintain a clean, pleasant and safe facility.
2. Refusing to follow reasonable directives or instructions from a library staff member.
3. Willfully annoying, harassing or threatening another person.
4. Behaving in a disorderly, loud or boisterous manner.
5. Using any audio, personal communication or computing device in a manner that is disturbing to other patrons, including willfully exposing patrons and staff to offensive images

or language. Cell phone ringers should be set to silent or vibrate and device speakers muted or headphones used.

6. Interfering with another person's passage within the library or on library grounds.
7. Soliciting funds, panhandling, engaging in commercial activity, campaigning, leaflet, petitioning, and interviewing or surveying patrons or staff in a manner that is disruptive to library activities, unless approved by the Library Director.
8. Using illegal substances, tobacco or smoking in the library, including electronic cigarettes or vaping devices, consuming or possessing alcoholic beverages unless the Library Board of Trustees has approved of an event or function where alcoholic beverages will be provided. The consumption or possession of alcoholic beverages shall be limited to those in attendance at the approved library event or function, and shall be confined to a designated area within the library during the event or function.
9. Defacing or destroying library property, relocating or rearranging furniture beyond repositioning existing seating around tables, or sleeping: lying on the floor, monopolizing a couch, pushing multiple furnishings together.
10. Remaining in the library after regular closing hours, unless previously approved by library staff (e.g. room rental or program).
11. Interfering with patrons' use of the library or library staff's ability to do their work through poor bodily hygiene which is so offensive as to constitute a nuisance or through excessive use of perfume, cologne or alcohol.
12. Bringing animals into the library with the exception of emotional support or therapy animals, service animals, service-animals-in-training (as defined by Title II and Title III of The Americans with Disabilities Act and/or Iowa Code 216C.1A.) These animals are allowed as long as there is no unwanted contact with other patrons or staff. Also, as long as they are not disruptive due to poor behavior, unhealthy or there is a lack of cleanliness. Any cost incurred by the library to clean a mess or repair damage to property will be the responsibility of the handler.
13. Roller skating or skateboarding in the library or exterior (e.g. riding stairs, ramps, handrails, etc.)
14. Engaging in sexual activity of any kind, including inappropriate displays of romantic affection.
15. Leaving packages, backpacks or personal belongings unattended. The library assumes no responsibility for belongings left unattended. Items left on the premises after closing will be placed in Lost & Found, stored in a staff area until pick up (limited to one month), or forwarded to Ankeny Police Department.

16. Using bathrooms for unreasonable or unintended purposes such as bathing or laundering.
17. Entering the non-public or locked areas, unless accompanied by a staff member or through prior authorization from a staff member.

### **PROCEDURES:**

1. In situations of a less severe nature, the patron will be informed 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 leave the facility immediately. If the individual is a minor, parents will be informed if present or contacted to come pick up the child.
4. 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 the parent, guardian, or supervisory caregiver, library staff may call the Ankeny police for assistance.
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 (one of which a supervisor preferably, 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.
7. Children seven (7) years of age and under unaccompanied by either a parent, guardian or supervisory caregiver is addressed in the library's Unattended Children's Policy.

### **CONSEQUENCES**

- Patrons violating any of the above policies will have the matter called to their attention once.
- Should the behavior continue, they will be asked to leave the library facility and grounds.
- Should they refuse to leave, library staff will contact the Director or in the Director's absence: Public Services Manager or Circulation Manager. Director or designee may involve the Ankeny Police Department. The patron(s) will be escorted from the premises.

- A refusal to leave after being asked by staff will be grounds for suspension of library privileges. For minors, a suspension of privileges will be accompanied by an attempt—by phone, email, or mail—to notify a parent or guardian.

### **APPEAL PROCEDURE**

Any patron whose library privileges are suspended for more than one day can appeal the suspension by:

1. Contacting the Library Director in writing (via email or letter). The Library Director or designee will consult with staff, review an incident report, related documentation and any written information provided by the patron. The patron may also schedule an appointment with the Library Director or designee to discuss the decision to suspend library privileges. After reviewing information and/or meeting with the patron, the suspension period may be terminated or shortened, or the suspension may remain in place. Library Director may also require the patron to sign a behavior agreement before library privileges are reinstated. The patron will be informed of the Library Administration's decision in the most expedient fashion—via telephone call, email, or mailed letter.
2. The patron may appeal the determination of the Library Director to the Library Board of Trustees via a written notice of appeal within 10 days after receipt of the Library Administration determination. The notice of appeal shall be filed with both the Library Director and the Library Board of Trustees President. The Library Board of Trustees will hold a hearing to discuss the suspension at their next regularly scheduled meeting. A parent or guardian must accompany a minor (under the age of 18) to the hearing.
3. The Library Board of Trustees will hear the appeal and will vote to uphold, modify or dismiss the suspension. Library Administration will notify the patron by letter of the decision of the Library Board of Trustees. The suspension will remain in effect until the Board's decision. The Library Board of Trustees' decision will be final.

### **Adopted by Library Board of Trustees:**

03/02

### **Policy Approved/Revised:**

6/06  
6/08  
3/10  
3/14  
2/17  
11/19  
9/15/22