

## **POLICY ON PATRON CONDUCT**

*The Town and Country Public Library District is dedicated to providing a comfortable and safe environment for its patrons and staff. Any conduct which is illegal, disruptive to others, impedes the use of the library's materials or services, or is destructive to library property is prohibited.*

Unacceptable conduct includes, but is not limited to:

1. Disorderly conduct, including use of profanity, or abusive or threatening language
2. Unreasonable noise levels, including shouting and loud conversation. Talking on cell phones is prohibited, except in designated areas.
3. Possession of weapons of any kind, except by law enforcement officers.
4. Possession or use of alcohol, tobacco products, or illegal drugs or controlled substances.
5. Roller blading, roller skating, or skate boarding anywhere on library property.
6. Running or standing on furniture or equipment.
7. Neglecting to provide proper supervision of children, resulting in disturbances to staff or other patrons.
8. Lying down or sleeping on library property.
9. Using the restrooms for bathing, shampooing, or laundry.
10. Personal hygiene that interferes with the use or enjoyment of the library by others.
11. Improper attire: shoes and shirts must be worn at all times.
12. Soliciting or panhandling.
13. Bringing animals into the library (unless they are service animals or part of an approved library program).
14. Public indecency, including sexual activity.
15. Vandalism.

### Enforcement

Unacceptable conduct, or violation of any of the library's policies, may result in revocation of borrowing privileges, request to leave library property, or criminal prosecution. The Library Director, or the staff member on duty, will determine what action will be taken in response to any unacceptable conduct.

1. Generally, with the exception of unlawful conduct or major disturbances, one warning will be given. If the conduct continues, the person may be asked to leave the premises for the rest of the day.
2. Subsequent offenses may result in revocation of library privileges for a period of one month to one year or longer, depending on the severity of the offense. Anyone whose privileges have been revoked by the staff member on duty may appeal the decision in writing to the Library Director. If privileges are revoked, the Library Board of Trustees will be informed. Anyone whose privileges have been revoked by

the Library Director may appeal that decision in writing to the Board of Trustees. Appeals must be requested in writing within 5 days of the date of the enforcement action. Appeals must be sent by certified mail, return receipt, or hand delivered to the District and a receipt obtained.

3. Police may be called in the case of a major disturbance or illegal activity. The library staff reserves the right to decide when law enforcement should be called.
4. Parents or guardians of offenders under the age of 18 will be informed of the misconduct.

Approved: November 10, 2014