

The West Bend Public Library welcomes every member of the community to use and enjoy the Library's facilities, collections, programs and services. Libraries are public places designed to serve people of all ages with a wide range of interests, therefore, this policy defines the expectations for behavior.

## **1. Responsibilities**

- A. The Conduct Policy applies everywhere the Library provides service: on all Library property, in the community, through our website or social media, and by phone, chat, or email.
- B. Library patrons and visitors are expected to be safe, be respectful of others, be respectful of library property, obey the law and comply with requests from staff.
- C. No person shall engage in any conduct which disturbs or interferes with the use of the library, including-but not limited to, the following:
  - Interfere with the library's right to maintain a clean, pleasant and safe facility
  - Behavior likely to cause personal injury
  - Refuse to follow reasonable directives or instructions from library staff
  - Willfully annoy, harass, threaten or assault, another person, verbally or physically
  - Behave in a disorderly, loud or boisterous manner
  - Using electronic or communication devices in a manner that is disruptive
  - Interfering with the free passage of staff or others
  - Sales or solicitation
  - Consume foods or beverages in a manner that is disruptive or near the computers
  - Consume or possess alcoholic beverages unless the Library Board of Trustees has approved of an event or function at the library where alcoholic beverages will be provided to those of legal age
  - Deface, destroy or theft of library property
  - Use tobacco or smoke in the library including the use of electronic cigarettes or vaping devices
  - Activities inconsistent with normal library uses
  - Remain in the library after regular closing hours, without prior approval

- Interfere with visitor use of the library through poor hygiene or other scents (perfume, smoke, etc.) so strong as to constitute a nuisance.
- Wearing insufficient clothing
- Bringing animals other than service animals into the library
- Use of sports equipment, skates, or a skateboards into the library
- Locating signs, posters, bills or other advertising devices on public property or within public easements or street right of way without approval
- Campaign, leaflet, petition, interview, or survey patrons or staff in a manner that is disruptive to library activities
- Willfully expose patrons or staff to child pornography or other offensive images or language
- Sexual misconduct or harassment
- Illegal use of or selling drugs
- Use the bathroom for unreasonable or unintended purposes such as bathing or laundering
- Failing to follow request of staff to stop the bad behavior or requests to leave for violations of library policy.

## **2. Consequences**

- A. Library staff will intervene to stop prohibited activities and behavior
- B. Patrons violating any of the above policies will have the matter called to their attention, suggest alternatives and further consequences of the continued misconduct, except in cases where staff feels in physical danger.
- C. Should behavior continue, the accused will be asked to leave the library facility or grounds. A refusal to leave after being asked to leave 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.
- D. Should the accused refuse to leave, library staff will contact the Director and the West Bend Police Department and the person will be escorted from the premises.
- E. Staff shall document all inappropriate conduct that has been discussed with the patrons and placed in the Incident File for future reference.