


<p>Patron Code of Conduct Policy</p> <p><i>Approved by Library Advisory Board: [DATE]</i></p> <p><i>Updated and approved by Library Advisory Board: [DATE]</i></p> <hr/> <p><i>Review Date: [DATE]</i></p>	
---	--

Purpose

The City of Wolfforth Library provides equal and open access to all users regardless of race, color, religion, national origin, sex, sexual orientation, gender identity, veteran status, age, disability, political affiliation and/or housing/socioeconomic standing. No person has the right to interfere with other users' ability to use and enjoy library resources, services, and facilities.

The patron conduct policy is designed to promote a courteous and respectful atmosphere among users and staff, so that all visitors can use and enjoy the library and staff are able to do their jobs. The City of Wolfforth Library maintains the right to expel and/or suspend an individual from a library facility who contributes to a disruptive, unsafe, or unwelcoming environment, interferes with another user's ability to use and enjoy the library, or impedes a staff member's ability to do their job.

Definitions

Term	Definition
Acceptable Bodily Hygiene	Maintaining one's body and clothing so as not to impede others' use of the library through strong smell, unclean belongings, or the potential spread of disease by not following health guidelines.
Intended Use of Public Restrooms	Urination and defecation in proper receptacles, washing and drying of hands, and discarding used sanitary supplies in provided disposal receptacles; use of changing tables to change clothing or diapers.
Library Grounds	Property surrounding library facilities which are operated by the City of Wolfforth Library.
Library Locations	Sites where library services are being provided whether permanently or temporarily, in person or virtually.
Library Staff	Those employed by the City of Wolfforth Library or those employed by the City of Wolfforth conducting work at the library or on behalf of the library, those contracted to work for the City of Wolfforth Library, and those who officially volunteer for the City of Wolfforth Library.
Library User	Persons who utilize library services or visit library facilities, including library grounds; a patron of the City of Wolfforth Library
Non-Public Areas	Areas of a library facility which are not open to public access including staff-only work rooms,

	private offices, supply closets, and mechanical rooms.
Patron Conduct	Behavior expected by library users while on library property.
Suspension	Temporary timeframe during which a library user may not enter library property.

Guidelines

A. Expected Behavior

To build a reasonable, safe and welcoming library environment for all customers, library users are expected to:

1. Attend to their personal belongings. The library is not responsible for personal belongings left in or on library property.
2. Please refrain from bringing food and drinks into the main area library.
 - a. If you, or your children, need water during your visit, please use a re-closable, spill resistant container.
 - b. Food and drink are allowed by those utilizing the Large Meeting Room only. Please refer to the Meeting Room Policy.
3. Wear footwear and appropriate clothing that is needed to cover private areas as well as for safety and public health reasons.
4. Use public restrooms for intended purposes only.
5. Maintain acceptable bodily hygiene. If body odor or perfume is strong enough to constitute a nuisance to others, the customer may be asked to leave the building.
6. Stay out of non-public areas, such as offices, workrooms and storage areas, unless authorized by staff to enter.
7. Follow verbal and written instruction provided by staff and/or public safety personnel during an emergency, including situations of safety, public health, and evacuations.
8. Adhere to all relevant City of Wolfforth Library policies, regulations, and federal, state, and local laws.
9. Refrain from intentional loud, unsafe, or disruptive behaviors that affect the use and enjoyment of library services, resources, and facilities by other users.

B. Prohibited Behavior

In addition to illegal activity, the following library users' actions and behaviors are considered inappropriate and disruptive of library operations and thus prohibited:

1. Disruptive or unsafe behavior including, but not limited to, creating excessive noise, invading another's personal space, blocking walkways, aisles or staff areas, using vulgar or profane language or gestures, running or rough-housing, harming oneself or others, and accessing staff-only areas without permission.
2. Possession of weapons, other than handguns carried in accordance with state law.
3. Possession of any illegal substance.
4. Use of alcohol or any other mind-altering substances.

5. Intoxication, whether by alcohol or other substance, that is deemed unsafe by staff to the point of impairment of one's mental or physical abilities and/or resulting in disruptive behavior. Such disruptive behavior include: being unaware of surroundings, placing anyone at risk of injury, invading others' personal space, and the inability to follow simple instructions.
6. Intentional physical damage to library property or to the personal property of any other user.
7. Use of library technology devices or network for illegal activity.
8. Sleeping in the library or on library grounds.
9. Smoking in library facilities, near library entrances, or in any other prohibited areas on library grounds.
10. Bringing animals, other than service animals, into the library buildings or outreach vehicles. All service animals must be attended, controlled, and be on a leash. Pets are not allowed into library buildings or outreach vehicles, with specific exceptions for certain library programs.
11. Solicitation of business.
12. Taking photographs or videos of library users without their permission.
13. Bringing items into the library locations or onto library grounds that present a safety hazard or security concern. Such items include, but are not limited to, hazardous materials, large items that impede safe access to walkways or other areas, and items that are loose and not self-contained.
14. Bullying, harassment and cyber-bullying or the abuse and mistreatment of someone vulnerable by someone stronger or more powerful is prohibited.
15. Harassment, sexual harassment, intimidation, or unwelcomed behavior toward staff or users of a verbal, nonverbal, electronic, or physical nature including but not limited to physical and/or digital stalking, touching staff, making inappropriate comments about clothing/body, asking personal questions, using pet names, asking staff for personal liaisons, and/or not respecting requests to discontinue unwelcome behaviors.

C. Unattended Children

The City of Wolfforth Library welcomes children of all ages to use and enjoy the facilities, collections, and programs offered by the library. However, the safety of children in the Library is a serious concern. Unattended children can become frightened or anxious. An unattended child might encounter hazards or dangers that could be circumvented with adult supervision. An unattended child might also become bored or frustrated and act inappropriately in the Library.

The library does not provide care or supervision of children and does not accept responsibility for children in the Library. Parents or legal guardians are responsible for their children's safety and behavior in the Library. Parents should not use the Library as an alternative to daycare. For safety's sake, parents should make sure that their children are sufficiently mature before allowing them to visit the Library by themselves. Parents should also realize that, even in their absence, they are legally responsible for their children's behavior. To ensure a positive experience for children visiting the Library, the following rules have been developed.

1. Children eleven (11) years old and younger must be accompanied by a parent, a responsible adult, or a designated caregiver of sixteen (16) years or older.

- a. Young children seven (7) years old and younger should not be left alone in a different area of the library from their parent, adult, or caregiver. Close proximity is required.
2. Children of any age with mental, physical, emotional or behavioral problems which necessitate supervision must be accompanied by a parent or adult (18+ years) caregiver at all times.
3. Children habitually left unattended for long periods of time are an unacceptable use of the Library. The Library is not a daycare facility. Children of any age should not be left in the Library to the extent that they are missing meals, have no responsible adult to contact, or have no means of getting home independently.
4. Children of all ages must adhere to the same standards of conduct as required of all patrons. Refusal to follow Patron Code of Conduct will result in individuals being asked to leave, whether or not parents or caregivers are present. Staff members reserve the right to notify parents, guardians or the Wolfforth Police Department as they deem necessary.
 - a. The Library is not responsible for the supervision of children but will intervene if aware of a problem. Children who are disruptive will be asked by library staff to behave. If the disruptive behavior continues, the parent or guardian will be called and asked to come to the library to pick up their child. When a parent or guardian is telephoned and unavailable, the Wolfforth Police Department will be contacted.
 - b. The Library is also not responsible for children outside the building who await transportation or who are socializing
5. Parents and guardians should be aware of Library hours and make arrangements to meet or transport children under the age of fifteen (15) by closing time and severe weather events that may cause an early closing.
 - a. All children should have the telephone number of someone who can assist them in an emergency.
 - b. All children should have the telephone number of someone who can assist them in an emergency.
 - c. Staff will not transport children under any circumstances, ever.
 - d. If a child's parent or caregiver cannot be reached or has not picked up the child within fifteen (15) minutes of closing time, Library staff will turn the child over to the custody of the Wolfforth Police Department. A note will be left on the library door stating, "Unattended child is in the custody of the Wolfforth Police Department". Names will not be noted on the sign.
6. Parents or guardians in violation of this policy may receive a copy of this policy or a letter from the Library Director. Repeated offenses of this policy can lead to a report to Child Protective Services.

D. Disruptive Behavior

The library staff realizes that the library will be noisier at busy times and that children by nature can cause more commotion. However, continual disruptive behavior will not be permitted. Disruptive behavior is considered to be behavior that represents physical danger to the child or others, or behavior that interferes with other library users or staff. Disruptive behavior is behavior

that is inappropriate in a library setting. Disruptive behavior that is unacceptable in the Library includes, but is not limited to:

1. Running, chasing, horseplay
2. Screaming, shouting, yelling
3. Pushing, hitting, fighting, biting
4. Throwing books or other objects
5. Bullying or bothering other people
6. Jumping on furniture
7. Dangerous use of toys

Library staff will approach disruptive children in the following manner:

1. Give a verbal warning to the child indicating that such behavior is disruptive to other library users and is unacceptable
2. If the disruptive behavior continues, approach the parent or guardian with the same warning. If the child is unattended, give the child a second warning.
3. If the disruptive behavior continues, request the parent or guardian to escort the child from the library premises. Unattended disruptive children, older than eleven (11) years may be asked to leave the library after one warning. In such instances, parents will be contacted or, if the parent is unavailable, police assistance will be utilized.

E. Library response to policy violations

Any person who violates the Patron Code of Conduct Policy may be asked to leave the library building and grounds for the rest of the day, and up to three years. The length of suspension is at the discretion of the Library Director or person in charge at the time and will be appropriate to the infraction.

1. The person suspended shall be provided with a copy of the Patron Code of Conduct Policy and supplemental documents, if necessary.
2. The person suspended may appeal the suspension to the Library Director by contacting the Library via phone or email. In an appeal, the person suspended shall have an opportunity to present evidence that may support retraction of the suspension.
3. If the suspended person returns to the library before the defined time period has expired, or if they refuse to leave the library when asked to do so, library staff may call the police to have the person removed and prosecuted for criminal trespass.