

# Hawkins Memorial Library

## Behavior Policy

The Hawkins Memorial Library serves a diverse community and strives to do so with tolerance, fairness and respect. To provide a safe and comfortable environment for its users, no person shall engage in any conduct that disturbs or interferes with the legitimate use of the Library, including, but not restricted to the following:

- Interference with the library's right to maintain a clean, pleasant and safe facility.
- Refusal to follow reasonable directives or instructions from a library staff member.
- Food is prohibited, unless it is part of a library program.
- Beverages are not allowed at computer stations. Containers must have lids.
- Use of tobacco or smoking on library property is not permitted, including the use of electronic cigarettes or vaping devices.
- Remaining in the library after regular closing hours is not permitted.
- Interference with patrons' use of the library through poor bodily hygiene which is so offensive as to constitute a nuisance or through excessive use of perfume, cologne or alcohol.
- Consumption or possession of alcoholic beverages, or use or possession of controlled substances on library grounds, or being under the influence of alcohol or controlled substances in a manner that causes public disturbance is prohibited. Exceptions may be made for the consumption of alcohol at library-sponsored programs or events.
- Conversation with others or on cell phones should be kept quiet enough not to disturb other library users or to disrupt library activities.
- Use of any audio, personal communication or computing device in a manner that is disturbing to other patrons. Cell phone ringers should be set to silent or vibrate and device speakers muted or headphones used.
- Children aged 8 and under must be accompanied by a parent or responsible childcare provider while in the library.
- Running is not permitted in the library.
- Belligerent, abusive or profane language will not be tolerated.
- Animals, except for service animals necessary for those with disabilities, are prohibited. Service animals are defined as "individually trained to do work or perform tasks for the benefit of an individual with a [disability](#), including a physical, sensory, psychiatric, intellectual or other mental disability" (28 CFR 35.104). Proof of certification is required.
- Picture taking or videotaping of people, except at library-sponsored events, unless authorized by the library director or designee or by the patrons involved (or their parents or guardians if minors) is not allowed.

- Stalking, harassing or intimidation of patrons or library staff anywhere on library property is prohibited and may be punishable by law.
- Defacing or damaging library materials, furniture, computers or other property is not allowed and may be punishable by law.
- Removing library materials from the building without checking them out is not only prohibited, it is unlawful.
- Indecent exposure, as defined by the Code of Iowa, is unlawful.
- Sexual harassment, defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature, will not be tolerated.
- Soliciting funds, "panhandling," or engaging in commercial activity unless authorized by library administration is prohibited.
- Possession of any firearm, knife, or any device which could be used as a weapon, or other weapon prohibited by City Ordinance or State Statutes.
- Use of sports equipment, skates or a skateboard in the library is prohibited.
- Campaigning, leaflet, petition, interviewing or surveying patrons or staff in a manner that is disruptive to library activities is not allowed.
- Engaging in sexual activity of any kind, including inappropriate displays of romantic affection is prohibited.
- Do not bring luggage, bedrolls or large bags into the library.
- Do not leave packages, backpacks or personal belongings unattended. Personal property must be within sight of the owner. The library assumes no responsibility for belongings left unattended.
- Use of bathrooms for unreasonable or unintended purposes such as bathing or laundering is not allowed.
- Violation of any municipal, state or federal law or code is prohibited.
- Attachment or use of private equipment to download or obtain website images or to obtain information about other patrons from public access computers, such as spyware is prohibited.

### **Enforcement:**

Enforcement: The primary responsibility for enforcing this policy rests on the staff member in charge of the Library when the incident occurs. However, all staff members have responsibility for enforcing the policy.

### **Procedures:**

1. Staff members are to use their best professional judgment when enforcing this policy.
2. The goals of staff action will be to curtail a patron's inappropriate behavior, and to encourage the patron to behave appropriately in the Library.
3. Response to any incident should occur as soon as possible after the incident begins.
4. Except in cases where the staff feels in physical danger, they will discuss the

inappropriate behavior with the patron, suggest alternatives, and if necessary state the consequences of the behavior.

5. In cases where a juvenile refuses to behave appropriately in the Library, the staff member in charge is authorized to call the juvenile's parents.
6. In cases where a patron, whether juvenile or adult, continues to behave in an inappropriate manner after the staff has warned the patron that such behavior is inappropriate, the staff member in charge is authorized to tell the patron to leave, and to call the police if the patron refuses.
7. Any patron asked to leave the Library may return the next working day.
8. If the patron continues to behave in an inappropriate manner, the staff member in charge is authorized to tell the patron to leave, and Library privileges may be withdrawn for a period of time to be determined by the Library Director.
9. An adult must meet with the Library Director for reinstatement of Library privileges. A juvenile must bring his/her parents or responsible adult and meet with the Library Director for reinstatement of Library privileges.
10. Failure to remedy the problem by the aforementioned steps will result in the patron meeting with the Library Board to determine his/her restoration of Library privileges.
11. In cases where an illegal or potentially dangerous incident occurs, any staff member is authorized to call the police.

If staff is unsure if a call for help should be made to the police, call.

*Approved by the Library Board of Trustees 9/9/2013*

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