

**Patron Conduct Policy
Kendall Young Library**

Adopted: August 14, 2001
Revised: April 25, 2022

Kendall Young Library strives to provide a safe and welcoming environment for all library patrons. Library patrons shall respect the rights and safety of other patrons and library staff and respect library's materials, facilities, and property.

Conduct Requirements

Patrons must be engaged in activities associated with the use of a public library when in the building. Patrons not engaged in reading, studying, using library materials or equipment, or participating in a library program or activity may be asked to leave.

The general rules of behavior in the library are as follows:

- Cell phone usage should be kept to a minimum. If a call is received, the patron should move to one of the study rooms or go outside for other than very brief conversations.
- Use of the library telephones for personal calls should be kept to a minimum. Only calls from or to a patron's immediate family will be accepted/allowed.
- Headphones must be used with devices that emit sound.
- Do not leave personal belongings unattended. Library staff is not responsible for monitoring and safeguarding library patrons' belongings.
- Covered beverages and light snacks (no smelly, greasy, noisy, or messy foods) are permitted in the library. Patrons in the Children's Department must eat their snacks at the craft tables. No food or beverages near the computers.
- Patrons are asked to dispose of all garbage and report spills as soon as possible.
- Patrons must comply with all federal, state and local laws.

The following behaviors are prohibited in the library:

- Behaviors that disturb the normal functioning of the library, including:
 - Refusing to follow the reasonable direction of library staff.
 - Engaging in any activities that constitute a criminal offense under federal, state, or local law.
 - Consuming alcoholic beverages or controlled substances or being under the influence of alcohol or controlled substances in a manner that causes a public disturbance inside the library or anywhere on library property.
 - The use of any tobacco products, smoking, rolling, marijuana, synthetic tobacco, synthetic marijuana and other e-cigarettes, smokeless tobacco, or the equivalent, and nicotine products not FDA approved for cessation is prohibited at all times inside the library building, library vehicles, or anywhere on the library property. This policy applies to staff, library patrons, and other visitors.

- Creating loud noises that are disruptive to others, including loud talking, shouting and using electronic equipment set without muting the sound or wearing headphones that block the sound.
 - Strong, pervasive odors, including body odor, clothing odor, and odors caused by food, perfume or cologne, which unreasonably interferes with other patrons' ability to use the library and its services.
 - Campaigning, petitioning, interviewing, survey taking, soliciting, distributing, or posting materials without permission from the Library Director.
 - Failure to wear a shirt/top, pants/bottoms or shoes.
 - Engaging in any sexual activity or conduct.
 - Entering restricted staff areas and/or nonpublic areas of the library without permission from library staff.
 - Remaining in the building after closing or when requested to leave during emergency situations or due to disruptive behavior.
- Behaviors that disrupt the use of the library by others or create an unsafe environment for patrons and staff, including:
 - Harassing any other person in any way, including but not limited to stalking, verbal abuse, or other because of a person's face, color, gender, national origin, age, religion, marital status, disability, or sexual orientation.
 - Leaving vulnerable individuals and/or children seven years old and younger unattended or alone in the Library. (See Unattended Children Policy)
 - Engaging in behavior that a reasonable person would find harassing, threatening, harmful or disruptive, including stalking, prolonged staring, or following another with the intent to annoy or disturb.
 - Using profane, offensive or abusive language that would cause a reasonable person to fear for his or her personal safety or feel distressed, alarmed, or harassed.
 - Harassing, threatening, assaulting, fighting, challenging to fight, or making verbal, written or implied threats of violence.
 - Bringing a weapon of any kind into the library or onto library property. (See Weapons Policy)
 - Engaging in running, physical horseplay, hazing and aimless/disruptive wandering around.
 - Picture taking or videotaping of people, except at library events, unless authorized by the Library Director and by the patrons involved, or their parents, if minors are present.
 - Adults loitering in the children's areas for no legitimate purpose.
 - Engaging in behaviors prohibited by other library policies.
 - Inappropriate use of the Library, the building, or equipment, including:
 - Manipulating or bypassing Library systems and procedures, such as those that regulate computer use.
 - Theft, vandalism, or the deliberate destruction of library facilities, equipment, and materials, or property of other patrons or staff members.

- Blocking entrances, exits, aisles or walkways.
- Using furniture or building facilities in ways that may cause damage or excessive or unreasonable wear, e.g., lying down, putting feet on chairs or walls, using more than one seat per person, moving furniture.
- Inappropriate use of water fountains or restrooms, including, but not limited to, soliciting or engaging sexual activity, bathing, or washing clothes.
- Using electronic devices or other equipment in a way that disturbs other library users.
- Bringing any animals, except service animals or animals authorized by library staff, into the library building.
- Running, riding skateboards, scooters, roller shoes, roller skates, roller blades, or similar devices inside library building or on library property.
- Bringing bicycles, tricycles or other similar conveyances into library facilities, or leaving them at the entrance or exit to the library in a manner that inhibits entry or exit. This restriction does not apply to wheelchairs, strollers or similar devices, provided they are used and stored in a manner that does not restrict public access.
- Using the Internet and computers in ways that interfere with a safe, welcoming and comfortable environment for the public or library staff.
- Sleeping that impedes others from using library spaces or resources.
- Camping on Library grounds.
- Possession, consumption, or selling of alcoholic beverages or controlled substances.
- Using the parking lots as a play or social area.
- Using matches, lighters, or other means of ignition on library property.

Enforcement

Patrons who violate the Patron Conduct Policy are subject to expulsion from library property and/or suspension of library privileges or when appropriate, summoning of police.

The Library reserves the right at all times to immediately evict a person who is engaged in any conduct that threatens the life or safety of any person or who is damaging library property, equipment or facilities.

Minor violations of the Patron Conduct Policy will first result in library staff attempting to educate or warn individuals about policies and enforcement. Repeat misconduct or severe offenses (even a single isolated event) may result in an individual's library privileges being suspended for a minimum of one day.

Law enforcement will be summoned whenever library staff or members of the public feel threatened by a patron, or whenever a patron refuses to leave the premises once asked to do so by library staff. Police will also be summoned if library staff has reason to believe that a patron has violated federal or state laws and/or local ordinances.

If library staff determines that a patron engaged in severe or repeat misconduct and staff has determined that the individual's library privileges should be suspended, staff will issue a written dismissal notice (see form attached) to the individual involved notifying him/her that he/she is banned from Kendall Young Library. The notice will indicate the reason(s) for the ban and the time period of the ban. If possible, the notice will be hand-delivered to the individual when the determination to suspend library privileges is made. The notice will be mailed to the individual if it is not possible to hand-deliver the notice. If the person whose privileges are being suspended is a minor, a copy of the dismissal card will be mailed to the parent or guardian of the individual.

Appeal

Patrons (or the parent and/or guardian of a minor), who has been asked to leave and/or is banned from the library premises for any period of time, have the right to submit a written appeal request to the Director.

The request to appeal should explain why the patron feels he/she was wrongly evicted from the library premises and thus why the ban should be lifted. The appeal request may also acknowledge alleged wrongdoing and request leniency. Submissions without a clear, specific, and actionable request will not be discussed or voted on and will be returned to the patron.

The Director and Library Board of Trustees will review submitted appeal requests. Appeal requests will be discussed in confidence to protect patron privacy. A majority vote is required to grant the patron's request.

Exceptions to this policy can be made by the Director.

The patron conduct policy was accepted by the Kendall Young Library Board of Trustees 8/14/2001. Policy reviewed and approved: 10/12/2004, 11/8/2005, 2/12/2008, 2/8/2011, 8/13/2013, and 7/16/2018, 12/19/2019, and 4/25/2022

Kendall Young Library Dismissal

Your behavior is unacceptable under the standards set forth by Kendall Young Library. Please remove yourself from this facility, including the parking lots and library grounds, within the next few minutes. If you choose not to cooperate, we will inform the Webster City Police Department and follow-up action can be expected.

Person Dismissed _____

Dismissal reason _____

Dismissal Date _____ Returning Date _____

**** A parent must return this signed dismissal card before child returns to Kendall Young Library. ****
**** Any Person expelled from Kendall Young Library, may not hang in/around the surrounding areas. Failure to leave may result in criminal trespassing.**

Parent or Guardian Signature _____

For more information please call: Ketta Lubberstedt-Arjes, Director
515-832-9100 • kettala@kylib.org

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Library Rules

- Listen to the Librarian
- Use respectful language and volume
- Use headphones with computers and devices
- Be respectful of others
- Use your manners
- No fighting, KYL is a fight-free zone
- Be a buddy, not a bully
- Always walk, never run
- Handle library materials & equipment with care
- Respect the library building
- If you are having a problem, please tell us

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