

**Patron Conduct Policy  
Kendall Young Library**

Adopted: August 14, 2001  
Revised: May 19, 2025

Kendall Young Library strives to provide a safe and welcoming environment for all patrons. Library patrons are expected to respect the rights and safety of others, as well as the 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. Those not engaged in reading, studying, using library materials or equipment, or participating in a library program or activity may be asked to leave. Exceptions to this policy may be granted at the discretion of the Director, as appropriate.

**General Rules of Behavior**

- **Cell Phone Use:** Keep usage to a minimum. For anything beyond brief conversations, patrons should move to a study room or go outside.
- **Library Phones:** Use for personal calls is limited. Only calls to or from a patron's immediate family are allowed.
- **Audio Devices:** Headphones must be used with any devices that emit sound.
- **Personal Belongings:** Do not leave personal belongings unattended. Library staff is not responsible for patrons' belongings.
- **Food and Drink:** Covered beverages and light snacks are allowed, except near computers. In the Children's Department, snacks must be eaten at the craft tables. No smelly, greasy, noisy, or messy foods.
- **Cleanliness:** Dispose of all garbage properly and report spills immediately.
- **Compliance with Laws:** Patrons must comply with all federal, state and local laws.

**Prohibited Behaviors includes, but is not limited to:**

- **Disruptive Behavior**
  - Refusing to follow staff directions.
  - Engaging in criminal activities under federal, state, or local law.
  - Consuming alcohol, controlled substances, or being under their influence in a disruptive manner.
  - Use of tobacco products, e-cigarettes, or non-FDA-approved nicotine products is prohibited inside the library and anywhere on library property.
  - Creating loud noises, including shouting or playing audio without headphones.
  - Strong, pervasive odors that interfere with others' ability to use the library.
  - Campaigning, petitioning, soliciting, or distributing materials without prior approval from Library Director.
  - Failure to wear appropriate clothing (shirt/top, pants/bottoms, and shoes).
  - Engaging in sexual activity or conduct.
  - Entering staff-only or non-public areas without permission.

- Refusing to leave during emergencies, after closing, or when asked due to disruptive behavior.
- **Harassment and Unsafe Conduct**
  - Harassing others in any way, including verbal abuse or discrimination.
  - Leaving vulnerable individuals or children under eight years old unattended (see Unattended Children Policy).
  - Engaging in behavior that a reasonable person would find harassing, threatening, or harmful.
  - Using profane, offensive, or abusive language that causes distress or fear.
  - Threatening, assaulting, fighting, or making threats of violence.
  - Bringing weapons onto library property (see Weapons Policy).
  - Running, horseplay, or disruptive wandering.
  - Photographing or videotaping people without permission.
  - Adults loitering in children's areas without a legitimate purpose.
- **Inappropriate Use of Library Property**
  - Tampering with library computer systems or procedures. (e.g., ransomware, manipulating computer time usage).
  - Theft, vandalism, or destruction of property.
  - Blocking entrances, exits, or walkways.
  - Misusing furniture or facilities (e.g., lying down, putting feet on chairs, too many people occupying a single seat).
  - Misusing restrooms (e.g., bathing, washing clothes, or engaging in sexual activity).
  - Using electronic devices in a way that disturbs others.
  - Bringing animals into the library, except trained service animals or those authorized by staff.
  - Riding skateboards, scooters, roller skates, or similar devices inside the building.
  - Bringing bicycles, recreational vehicles or similar conveyances inside the library or blocking entrances.
  - Using computers or the internet in a way that disrupts a safe and welcoming environment.
  - Sleeping in a way that impedes others from using library spaces or resources.
  - Camping on library grounds.
  - Consuming or selling alcohol or controlled substances.
  - Using the parking lots as social or play areas.
  - Igniting matches, lighters, or other ignition devices.

## **Enforcement**

Patrons who violate this policy may be expelled from the library, have their privileges suspended, or, when appropriate, have law enforcement summoned.

- Minor violations will result in a warning and an attempt to educate patrons about the rules.

- Repeat or severe offenses may result in immediate suspension of privileges, even after a single incident.
- Law enforcement will be contacted if a patron refuses to leave when asked, if staff or the public feel threatened, or if there's reason to believe a law has been violated.

If privileges are suspended, the library will issue a written dismissal notice explaining the reasons and duration. This notice will be delivered by mail or through law enforcement.

### **Appeal Process**

Patrons (or the parent/guardian of a minor) who are banned from the library may submit a written appeal to the Director. The appeal should clearly explain why the patron believes the action was unjust or request leniency. Vague or incomplete requests will not be considered.

Appeals will be reviewed confidentially by the Director and Library Board of Trustees, with a majority vote required to overturn the decision.

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, 4/25/2022, and 5/19/2025.

**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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