

## Patron Code of Conduct

The Olive Free Library Association is dedicated to protecting the rights and safety of library patrons, staff, and volunteers. Our goal is to enable all library visitors to enjoy the Library's facilities, collections, programs and services in an inviting and comfortable atmosphere. Without limiting the generality of the foregoing, each person, regardless of age, is expected to respect the rights of others and comply with the following Patron Code of Conduct while on library property. Behavior that violates this policy may result in intervention by staff members. Such behavior includes, but is not limited to:

1. Interfering with another person's ability to use the facilities or services of the Library. Interference includes behavior that is deliberately intrusive, intimidating, hostile, or offensive.
2. Interfering with a Library employee's performance of his or her duties. Interference includes behavior that demands the attention or monopolizes the time of a staff member or is deliberately intrusive, intimidating, hostile, or offensive.
3. Patrons may not monopolize library resources for personal use for extended amounts of time. Personal telephone calls using the Library's phone should be kept to under 5 minutes.
4. Damaging, mutilating, or removing from the premises without authorization any part of the library, collection, building, furnishings, equipment, or supplies, or using any in a manner that is inconsistent with customary use.
5. Altering any computer system hardware or software configurations. Patrons shall adhere to the Library's Responsibility For Use Library Computer and Internet Equipment Policy and all applicable Federal, State, or local laws, ordinances or regulations.
6. Making excessive noise or playing audio equipment so others can hear it.
7. Using abusive or threatening language towards patrons or staff members.
8. Using matches, lighters, other means of ignition, or illegal substances on Library premises. Smoking is not permitted in the building or within 100 feet of the building entrances, including the use of electronic cigarettes or other smoking-simulation devices.
9. Placing or taking verbal phone calls in the main area of the Library or in such a manner as to disturb others.
10. Entering the building without a shirt or other appropriate covering on the body or without shoes or other footwear.
11. Patrons shall not leave personal belongings unattended or request staff members to be responsible for the safekeeping of their personal items.
12. Fighting of any type, this includes verbal altercations.
13. Disregarding the reasonable direction of a Library staff member. This includes, but is not limited to, remaining in the library past regular operating hours or when circumstances dictate evacuation.
14. Engaging in any illegal act or conduct in violation of Federal, State, or local law, ordinance or regulation.

15. Being present in Library offices, lounges, storage areas, or other non-public areas while unaccompanied by a Library staff member or without prior agreement with Library management.
16. Utilizing library computers to engage in illegal activities, to gamble, wager or engage in betting activities, or to publicly view sexually explicit or pornographic materials.
17. Engaging in any action that is sexually inappropriate or offensive including but not limited to lewd or lascivious behavior, indecent exposure, sexual battery, touching one's self or others inappropriately or publicly displaying any pornographic or sexually explicit materials whether in photographic, graphic or animated form which does not relate to medical research or would otherwise be considered obscene by local community standards.
18. Adults may use the children's area or teen room only when accompanied by a child or teen using those areas. Unaccompanied adults who are retrieving materials for research or check out may remain in the teen room or children's area for a period of time not to exceed 30 minutes. The Library reserves the right to determine who can be in and remain in the children's area and the teen room of the Library and unaccompanied adults may be asked by staff to use the facilities, services, equipment in other areas of the library.
19. Adults not accompanied by a child or teen are not allowed in youth programs. Adults who are required to observe youth programs as part of their degree's educational requirements or for other learning and development opportunities may be allowed, at the discretion of the director or designee, to attend after furnishing the applicable credentials and/or supporting documentation and providing advance notification to the library.
20. Any and all other behavior that is contrary to the intended purposes of the Library.
21. The serving of alcohol will not be permitted at any Library-sponsored event unless first pre-approved by the Director. The Library reserves the right to refuse alcohol to patrons. Outside groups or individuals conducting a meeting or event at the Library are not allowed to serve alcohol. Patrons who are intoxicated or bring alcohol into the library without the Director's prior permission will be asked to leave the premises.

Library staff may address any of these behaviors in the following ways:

1. Verbal warning to cease the behavior or actions
2. A written warning to cease and/or not to repeat behavior or actions
3. Directing the patron to leave the premises
4. Involving law enforcement

The Library is not necessarily required to go through the entire intervention process. Intervention may begin at any step, including the immediate involvement of the police, depending upon the severity of the incident or behavior. Extreme or repeated violations of this policy may result in a suspension of Library privileges or a patron being banned from the facilities of the Olive Free Library.

At the recommendation of the Library Director, the Board of Trustees may ban a patron from the Olive Free Library for a period of more than one year if the patron's conduct is deemed an ongoing threat to library patrons or staff. Any patron banned may appeal to the Board of Trustees in writing within 15 days of the date of any action taken. The appeal petition must include all of the reasons the patron believes they are not in violation of the Patron Code of Conduct and state why the patron cannot comply with any request of library personnel that would otherwise have allowed reinstatement of library privileges.

The Board of Trustees will issue a written determination of the appealed matter within 45 days of receipt of the petition. The Board of Trustees may uphold the ban, overturn the ban or propose an accommodation to the banned patron. The determination is final and shall have no precedential value. An appeal may not be repeated.

**Approved and adopted by Board of Trustees April 2019**