

# Code of Conduct of the Crandon Public Library

## PURPOSE

Under the provisions of Chapter 43 of the Wisconsin State Statutes, Section 43.52 (1), the Crandon Public Library Board of Trustees may enact regulations that serve to insure the safety of library staff and patrons, protect the materials collection and maintain order in the library.

While committed to providing an atmosphere that welcomes all ages to partake of the library's services, this policy attempts to provide guidelines which preserve a reasonably quiet environment and which promote safety and comfort for all individuals.

**The use of the Library is a privilege and not a right.** The privilege is given by the Library only upon the customer's compliance with this Code of Conduct.

All conduct that disrupts the use of the library facilities, collections or services or is defined as unacceptable in this library's environment is prohibited. **[If a person, or persons, is suspected of illegal drug or alcohol use, Library staff are required to contact law enforcement.]**

Customers are urged to report disruptive behavior immediately to staff so appropriate steps can be taken.

Examples of disruptive or unacceptable behaviors include, but are not limited to:

1. Engaging in loud conversation or rowdy behavior.
2. Fighting or abusing library customers or staff.
3. ~~Possessing or consuming alcoholic beverages.~~ **[Exhibiting evidence of drunkenness or drug use; engaging in the sale or exchange of alcohol or drugs]**
4. Use of tobacco products in the library.
5. Entering an unauthorized area, remaining in the library after closing or when requested to leave during emergency situations.
6. Tampering with or intentionally damaging computer hardware, software, printer, operating systems or other associated equipment.
7. Loitering at entrances, in lobbies, walkways, restrooms, the parking lot, or other non-study areas. For the purposes of this policy, loitering is defined as staying in such an area for more than 15 minutes.
8. Prolonged or chronic sleeping.

9. Using offensive, threatening, harassing or abusive language or gestures to customers or staff.
10. Following staff or customers around the building or staring at staff or customers such that performance of their duties or use of library services is materially disrupted.
11. Damaging, defacing, or misusing library materials, equipment or facilities.
12. Relocating library furniture or equipment without the permission of library staff.
13. Petitioning in areas other than outside the building. Impeding ingress to or egress from the library by customers. Posting notices without prior staff approval. Photographing or videotaping within the library without approval.
14. Shaving, bathing or laundering clothes in public restrooms.
15. Personal hygiene that disrupts others from using library facilities, collections or services.
16. Only service animals, service animal trainees, and animals featured in programs sponsored by the library are permitted in the building.

## **GUIDELINES FOR HANDLING PROBLEM PATRONS**

1. It is a patron's responsibility to maintain necessary and proper behavior standards in order to protect his/her individual rights and the rights and privileges of other patrons.
- ~~2. Occasionally, staff members may have to deal with patrons who violate the rights of others or who create a disturbance in the library. If a patron creates a public nuisance, that patron may be restricted from the Library and from the use of the library facilities. Those who are unwilling to leave or do not leave within a reasonable amount of time, after being instructed to do so by staff will be subject to the law.~~

**Enforcement of this policy is the responsibility of all library staff.**

- a. **All staff members are expected to deal with problems they encounter using their best judgment.**
- b. **Any staff member has the right to ask others for assistance and should provide assistance when requested.**
- c. **Any staff member may contact the Police Department at any time to preserve his or her safety or the safety of other library users, or for assistance in enforcing policy and preserving the library environment as defined by the policies adopted by the Library Board of Trustees.**

d. Any staff member observing serious criminal behavior, such as assault, robbery, child pornography or child endangerment, should contact Police immediately, and follow up by contacting the Library Director.

e. A brief written report of any incident involving theft, vandalism, illegal activity, or major disruptive behavior will be filed with the Director as soon as possible after its occurrence.

3. The Library Director, acting on behalf of the Board of Trustees, may suspend the library privileges of any individual who willfully violates library regulations when the severity or continued reoccurrence warrants such action. [Wisconsin State Statutes 43.52 {2}.] The Library Director will inform the Library Board of any such action taken.
4. The person whose library privileges are suspended shall be advised in writing of the suspension and the reason(s) for such action. The offending person shall also be informed that the suspension may be appealed at the next regularly scheduled Library Board meeting.
5. Disruptive children will be given a warning that he/she must settle down or be asked to leave the library. If after a second warning the child continues to be disruptive, he/she will be asked to leave the library. If the child needs to contact a parent, he/she may do so and then wait by the main entrance until the parent arrives.

## Unattended Children

1. One of the primary missions of the Library is to provide a variety of services for children of all ages. The library encourages visits by young children, and it is our desire to make these visits both memorable and enjoyable for the child.
2. “Unattended” means that the parent or designated person is not in close proximity to the child. Library staff cannot be expected to assume responsibility for the care of unsupervised children in the library. Parents are responsible for their children’s behavior while in the library.
3. Therefore it is the policy of the Library that all children under the age of nine (9) must be in the company of a parent or caretaker (age 12 or older) while in the library. Even if the young person is attending a program, it is required that the parent/responsible person remains in the Library throughout the program. **Any child old enough to use the library unattended must have the telephone numbers of a parent, guardian, or other responsible adult, who may be contacted to pick up the child in case of a health emergency, or other special circumstances.**

4. If it is determined that a child is lost or left unattended, a staff member will then attempt to identify and locate the parent/responsible person. If a parent/responsible person cannot be found, then the child will be released to the care of the Crandon Police Department **or the Forest County Sheriff.**
  
5. **Parents and/or legal guardians must be aware of the library's hours and must arrange to pick up their children by closing time. If an unattended child is still in the library at closing time, the library staff will act according to the following guidelines:**
  - a. **Library personnel will not transport or escort the child to any location off the premises under any circumstances.**
  
  - b. **Every reasonable effort will be made by the staff to assist the child in contacting an appropriate adult 15 minutes prior to closing.**
  
  - c. If no responsible adult arrives by closing, the library will contact the Crandon Police Department **or the Forest County Sheriff** to come and pick up the child.
  
  - d. Children under the age of 16 will not be left on library property unattended after library hours. The Police Department **or the Forest County Sheriff** will be contacted to protect the interests of the child.