



Library Code of Conduct Policy

The New Berlin Library Board of Trustees, along with the Library's staff, are committed to providing a safe, welcoming, and pleasant environment for all patrons. To ensure this environment, the Library Board has adopted the following Code of Conduct Policy. Disruptive or inappropriate behaviors will not be tolerated, and include, but are not limited, to those defined in the following sections:

Library patrons may not engage in behavior and/or take any action on library property which violates any federal and/or state laws, or City of New Berlin statutes, codes, or ordinances.

In addition, the following expectations will be enforced:

- 1. Compliance with current public health recommendations** and building restrictions as established by government entities with jurisdiction.
- 2. Respectful use of library equipment and spaces:**
 - (a) seating areas and study rooms are limited to the expected use and/or posted capacity.
 - (b) library furniture or equipment may not be relocated without permission of library staff.
 - (c) entering a designated staff-only space is only permitted with permission of library staff.
 - (d) covered, non-alcoholic beverages are allowed, but not while using public computer stations. Eating is only permitted in the library's front lobby area, and clean-up of refuse is required. Deliveries of food are not permitted.
 - (e) public access computers will be monitored by library staff to ensure proper use. (Inappropriate, illegal or unacceptable use of the library's computers, network and wireless network could result in temporary loss of computer and/or permanent loss of library privileges.)
- 3. Appropriate public conduct—the following behaviors will not be tolerated:**
 - (a) harassment of library staff, volunteers, and patrons, including but not limited to staring, leering, stalking, following, engaging in verbal and/or physical attacks, or repeated unsolicited engagement not involving library business.
 - (b) disorderly conduct, including but not limited to loud, boisterous behavior, running, or fighting.
 - (c) being under the influence or having possession of alcohol or illegal substances.
 - (d) smoking or using chewing tobacco or electronic smoking devices inside the library or within 50 feet of the building.
 - (e) prolonged or chronic sleeping.
 - (f) extended loitering.
 - (g) engaging in loud or disruptive conversations, making continuous noise, or using personal electronic equipment (including cell phones) at a disturbing volume.
 - (h) viewing explicit or pornographic materials or websites on any device in the library.

- (i) shaving, bathing, or laundering clothes in public restrooms, or visiting the library when personal hygiene materially disrupts others from using the library's facilities, collections or services.
- (j) damaging, defacing, or misusing library materials, equipment, or facilities.

4. Patrons' rights to uninterrupted access at the library:

- (a) selling, soliciting, surveying, distributing printed materials, panhandling, canvassing, or protesting for any political, charitable, commercial or religious purposes inside the library building or in a way that hinders clear, safe and uninterrupted access to the library is not allowed.
- (b) electioneering prohibitions, in accordance with state law, including campaign materials, signs, banners, and literature within 100 yards of any public entrance to the building when the library operates as a polling station will be enforced.

5. Parents' or guardians' responsibility and ADA compliance:

- (a) the welfare, conduct, whereabouts, selection of reading materials, and supervision of children while on library premises is the obligation of parents or guardians.
- (b) animals, except those designated as service animals by ADA, are not permitted in the Library.

Violations of the Code of Conduct Policy or participating in any activity that may bring harm to other individuals, may result in the temporary removal or the permanent expulsion of the patron from the library and/or the use of library services. The library's step process for those not following behavior expectations as defined in the Code of Conduct Policy is as follows:

- 1) Patrons exhibiting disruptive behavior will be given a warning along with a copy of the Library's Code of Conduct Policy.
- 2) If the behavior continues, a second warning, detailing the specific section, will be issued. An explanation of the next steps will be shared at this time.
- 3) A third warning means the patron will be asked to leave the library for the remainder of the day. The Code of Conduct Incident Report (*Appendix A*) will be completed by the staff and Library Director and shared with Library management staff and teams.
- 4) Recurring incidents may result in a temporary expulsion from the library and/or services for a period of time from one month to one year. Extreme incidents may result in the involvement of law enforcement and/or may result in a permanent expulsion from the library and/or library services. Code of Conduct violations will be reviewed and expulsion determined at the discretion of the Library Director. The patron will be notified of temporary or permanent expulsion in writing (*Appendix A*) The patron may appeal the decision in writing with the Library Board (*Appendix B*).
- 5) Should an expulsion be appealed to the Library Board, review of the violation of the Library Code of Conduct as reported in *Appendix A* and appealed in *Appendix B* will be reviewed at

the next regularly schedule Library Board meeting. The Library Board may reinstate or uphold the recommendation of the Library Director. The Board's decision in appeal matters is final.

- 6) At any step, if the behavior is offensive or severe, subsequent action may be taken immediately by library staff, in accordance with applicable laws and/or library policies.

Appendix A: Code of Conduct Incident Report

Patron Name: _____ **Date:** _____

Library Card Number: _____

Address: _____

Phone or Email: _____

Description of Incident: *(Please include narrative of events including dates, specific behavior and Code of Conduct violations.)*

Name of staff member completing form: _____ **Date:** _____

Comments: *(For Library Director only):* _____

Revocation of Library Services: No Yes

Terms of Revocation:

Dates of Revocation: _____

Library Director: _____ **Date:** _____

Appendix B: Notice of Code of Conduct Violation and Library Expulsion

A Library Code of Conduct violation was reported on the following date: _____. Please review the attached, **Appendix A: Code of Conduct Violation Report** for details and determination by the Library Director for expulsion from the Library and/or Library Services.

Should you wish to appeal this action, please fill out the form below and mail to: **New Berlin Public Library, 15105 Library Lane, New Berlin, WI 53151**, Attn: Library Director. Upon receipt of this appeal form, the matter will be scheduled for a hearing before the Library Board regarding the merits of the appeal at the next regularly scheduled meeting from the date of receipt. Reasonable notice of the date and time of the hearing will be provided, and you will have the right to be heard and present evidence in support of your appeal. Meetings of the Library Board are required to be conducted in open session and are accessible to the public. The Library Board's decision is final.

APPELLANT INFORMATION:

Name: _____ **Date:** _____

Library Card Number: _____ **Address:** _____

Phone or Email: _____

Reason revocation should be reinstated:

Signature: _____ **Date:** _____