

Policy Regarding Guest Responsibilities and Conduct

1. Introduction.

Willard Library (the “Library”) is open for specific and designated civic, educational, and cultural uses, including reading, studying, writing, participating in Library programs, and using Library materials. In order to provide resources and services to all people who visit the Library facilities in an atmosphere of courtesy, respect, and excellent service, the Library Board has adopted this Policy Regarding Guest Responsibilities and Conduct. The purpose of this Policy is to assist the Library in fulfilling its role as a community resource enriching life, stimulating intellectual curiosity, fostering literacy, and encouraging an informed citizenry. The following rules of conduct shall apply to all buildings and all branches – interior and exterior – and all grounds controlled and operated by the Library (“Library facilities”) and to all persons entering in or on the premises, unless otherwise specified.

2. Rules for a Safe Environment.

- a. Violations of Law. Committing or attempting to commit an activity in violation of federal, state, or local law, ordinance or regulation (including but not limited to assault, indecent exposure, larceny, removing Library material from the property with out authorization through the approved lending procedures, or vandalism) is prohibited.
- b. Weapons. Carrying guns, pistols, or other weapons, except as specifically permitted and exempt from local regulation by law, is prohibited.
- c. Alcohol and Drugs. Possessing, selling, distributing, or consuming any alcoholic or intoxicating beverage, illegal drug, or drug paraphernalia is prohibited; provided that alcohol may be permitted at certain Library-sponsored events if specifically approved by the Library. Persons noticeably under the influence of any controlled substance or alcoholic or intoxicating liquor are not allowed on Library property.
- d. Recreational Equipment and Personal Transport Devices. Use of skateboards, rollerblades, roller skates, or other wheeled form of recreational equipment is not allowed in the Library or on Library property. Library guests must park bicycles or other recreational vehicles only in authorized areas. Wheelchairs, scooters, and other power-driven mobility devices are permitted by those individuals with disabilities in accordance with Library rules.
- e. No Blocking of Doors, Aisles, or Entrances. All doors, aisles, and entrances must remain obstacle-free. This includes a prohibition of running power cords across aisles or other areas that are used for walking.
- f. Animals. Animals are not permitted in the Library other than service animals (as defined by law) for those individuals with disabilities, those used in law enforcement, or for Library programming.
- g. Incendiary devices. The use of incendiary devices, such as candles, matches, and lighters, is prohibited inside the Library.
- h. Staff Only Areas. Guests shall not be permitted in any areas designated as “staff only” unless otherwise permitted by the Library Director or designee.

3. Rules for Personal Behavior.

- a. Personal Property. Personal property brought into the Library is subject to the following:
 - (1) Library personnel may limit the number of parcels carried into the Library. The Library may also limit the size of items, for example, the Library prohibits large items such as suitcases, duffle bags, or large plastic garbage bags. For security purposes, all parcels (including but not limited to handbags, backpacks, packages, and shopping bags) and coats may be subject to inspection by Library staff.
 - (2) The Library is not responsible for personal belongings left unattended.
 - (3) The Library does not guarantee storage for personal property.
 - (4) Personal possessions may not take up seating or space if needed by others.
- b. Food and Beverages. Food and beverages are permitted only in designated areas.
- c. Unauthorized Use. Guests must leave the Library promptly at closing time and may not be in the Library when it is not open to the public. Further, any guest whose privileges to use the Library have been denied may not enter the Library. Any guest whose privileges have been limited may not use the Library in any manner that conflicts with those limits placed on the guest by the Library Director, his or her designee, or the Library Board.
- d. Engaging in Proper Library Activities. Guests shall be engaged in activities associated with the use of the Library while in the building or on Library property. Guests not engaged in reading, studying, writing, participating in Library programs, or using Library materials shall be required to leave the building and shall not remain on Library property.
- e. Considerate Use. The following behavior is prohibited in the Library and in the Library building.
 - (1) Spitting;
 - (2) Running, pushing, shoving, fighting, provoking a fight or other unsafe physical behavior;
 - (3) Climbing on furniture;
 - (4) Using obscene or threatening language or gestures.
- f. Panhandling or Soliciting. Panhandling or soliciting Library staff or guests for money, products, or services inside the Library or on Library property is prohibited. Sales of products or services that are incidental to Library programming may be permitted if approved in advance by the Library Director or designee.
- g. Interference with Staff. Guests may not interfere with the staff's performance of duties in the Library or on Library property. This includes engaging in conversation or behavior that monopolizes or forces the attention of staff for an inappropriate period of time, inappropriate personal comments, sexual advances, or physical and/or verbal harassment.
- h. Campaigning, Petitioning, Interviewing and Similar Activities. As a limited public forum, the Library reserves the right to regulate the time, place, and manner for campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing, and soliciting on Library grounds as follows:
 - (1) Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing, and soliciting are prohibited inside the Library building.
 - (2) Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing, and soliciting outside the Library building but on Library property are subject to the following requirements:
 - a. Persons or groups are requested to sign in at the Information Desk in advance.
 - b. Use of the Library property does not indicate the Library's opposition or endorsement of the candidate or issue that is the subject of the petition, interview, campaign, or discussion.

- c. Permitted areas for campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing, and soliciting outside of the Library building shall be limited to the areas 25 feet from all entrances.
- d. No person shall block ingress or egress from the Library building.
- e. Permitted times will be limited to the operating hours of the Library.
- f. Campaign material, literature, or petitions may not be brought into the Library, posted at the Library, or left on Library property.
- i. Distributions; Postings. The Library, at its discretion, will provide reasonable space for announcements and notices of programs and activities sponsored by nonprofit civic, cultural, and educational groups.
- j. Restrooms. Misuse of restrooms, including laundering, sleeping, shaving, hair cutting or trimming, bathing, and sexual activity is prohibited. Unless a parent or guardian is assisting a child or a guest is assisting a person with a disability, there shall only be one person to a stall. Library materials may not be taken into restrooms.
- k. Harassment. Staring, photographing, video recording, audio recording, following, stalking, harassing, arguing with, threatening, or behaving in a manner (1) which can reasonably be expected to disturb Library users or staff while such staff or guests are in the Library or on Library property; and (2) that interferes with the guests' use of the Library or the ability of the staff person to do his or her job is prohibited.
- l. Loud Noise. Producing or allowing any loud, unreasonable, or disturbing noises that interfere with other guests' use of the Library or which can be reasonably expected to disturb other persons or have the intent of annoying other persons, including yelling, cheering, talking (with others or in monologues) or noises from electronic, entertainment, and communication devices, such as cell phones, tablets, headphones, and radio, is prohibited.
- m. Odor. Offensive odor, including but not limited to body odor due to poor personal hygiene, overpowering perfume, or cologne, that causes a nuisance is prohibited. (For example, if the guest's odor interferes with staff or other guests' use of the Library, the guest violates this Policy.)
- n. Identification. Guests must provide identification to Library staff when requested.
- o. Tables or Structures on Library Property. No person may use or set up a table, stand, sign or similar structure on Library property. This does not apply to Library-sponsored or co-sponsored events.
- p. Smoking and Tobacco Use. Smoking, using e-cigarettes, vaping, electronic nicotine delivery systems or chewing tobacco is prohibited on Library property. No tobacco product may be visible while in the Library.
- q. Shirts and Shoes. Shirts and shoes are required for health reasons and must be worn at all times inside the Library and on Library property.
- r. Library Policies. Guests must adhere to all Library Policies.

4. Rules for Unattended Children.

In order to provide for the safety of children using the library:

- a. All children ages 10 years or younger shall be attended and adequately supervised by a parent or designated responsible person.
- b. Parents are responsible for the behavior of their children in the library, whether or not the parent is present.
- c. Disruptive children will be asked to leave for the day after receiving one warning.

5. Rules for the Use and Preservation of Library Materials and Property.

- a. Care of Library Property. Guests must not deface, vandalize, or damage Library materials, equipment, furniture, or buildings. Guests shall not load or install any programs or software on Library computers. Guests shall be responsible to reimburse the Library for costs incurred by the Library for violating this provision. Guests shall not cause damage by returning books containing pest infestations or bringing pest infestations into the Library.
- b. Internet Use. Guests must abide by established time limitations and all other provisions of the Library Internet Use Policy.
- c. Equipment. Library staff computers are for staff use only.
- d. Authorized Lending. Library materials may only be removed from the premises with authorization through established lending procedures.

6. Disciplinary Process for Library Facilities.

The Library Director or designee may restrict access to Library facilities with immediate dismissal of the guest from the premises, by suspending the guest's access to Library facilities for a set period of time, or by denying access to specific services and/or programs pursuant to this policy. When necessary, the local police may be called to intervene.

- a. Incident Reports. Library staff shall record in writing in the form of an Incident Report any violation of this policy that resulted in suspension of Library privileges. By the end of the day on which the incident occurred, an Incident Report shall be written and forwarded to the Library Director for logging and review. The report should include physical descriptions in addition to the name of the guest. A copy of the suspension of privileges letter should be attached, if applicable.
- b. Violation of the Policy – Suspension of Privileges. Unless otherwise provided in this policy, (see Section C below), the Library shall handle violations as follows:
 - (1) *Initial Violation:* Library guests observed violating this Policy will be asked to cease the violation with a verbal request. If the guest does not comply with the request, he or she will be asked to leave the building for the day. If he or she refuses, the police may be called.
 - (2) *Subsequent Violations:* The Director or designee may further limit or suspend the guest's Library privileges if infractions continue. Such limitation or revocation shall be in writing specifying the nature of the violation. Subsequent violations of the same rule shall result in additional suspensions of increasing length.
- c. Violations that Affect Safety and Security. Violations involving verbal abuse, violence, threatening behaviors, sexual harassment, vandalism, drug sale or use or attempted drug sale or use, intoxication, theft or attempted theft, physical harassment, sexual misconduct or any behavior that threatens the safety and security of staff and/or guests shall be handled as follows:
 - (1) *Initial Violation:* The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. Violations of this nature will result in an immediate minimum two-week suspension of Library privileges in order to give the Library sufficient time to investigate the incident. After the investigation is completed, the Library Director or designee may add additional time to the initial limitation or suspension period.

(2) *Subsequent Violations*: The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. The Library Director or designee, may further limit or suspend the guest's Library privileges in escalating responses, which will be documented in writing. Subsequent violations of the same rule will result in additional suspensions of increasing length.

d. Reinstatement. The guest whose privileges have been limited or suspended shall attend a meeting with the Library Director or designee to review the Policy Regarding Guest Responsibilities and Conduct before their privileges may be reinstated. The Library Director may impose conditions for the reinstatement.

7. Right of Appeal.

Guests may appeal (1) a decision to limit or suspend privileges or (2) the conditions placed on reinstatement by sending a written appeal to the Library Board within 10 business days of the date of the decision. The appeal should be sent to the President of the Library Board. The decision of the Library Board is final.