

Bettendorf Public Library Information Center Rules of Conduct Policy

Purpose

Bettendorf Public Library Information Center is designed for free access by the public to its facilities and services during regular business hours. All persons using the library facility or services must act in a manner that does not interfere with access to, or the provision of, library services. Failure to comply with the following guidelines may result in loss of library privileges. Nothing stated within this policy shall preclude other civil or criminal laws or action.

The Library Board of Trustees authorizes the following guidelines for patron conduct while on library property:

1. The Library Director or designated staff has the responsibility and authority to enforce acceptable use rules of conduct for all persons using the library facility and services.
2. The Library Director or designee will determine when conduct or attire is inappropriate or non-compliant, in accordance with this policy.
3. Response to inappropriate conduct will be immediate.

Unacceptable Use- Definition

Any conduct that is deemed disruptive or hinders the use of the library or provision of library services, endangers public safety or the security of the facility, or infringes on the privacy of library users or staff is prohibited on library property. This includes, but is not limited to:

- A. Acts in violation of local, state or federal law. See *Circulation Policy* regarding *Theft of Library Materials* and/or equipment.
- B. Behavior, verbal or physical, which intimidates, threatens, or endangers the safety, health, or privacy of the individual or others.
- C. Personal hygiene or behavior deemed unsanitary, offensive, or inappropriate to the public library setting.
- D. Behavior which disrupts staff in the provision of library services or operations, or interferes with the patron's ability to receive such services, including but not limited to the deliberate disruption of library processes and procedures.
- E. Vandalism or the deliberate destruction of library property, or any action which may impact the security of the facility.
- F. Deliberate use of the Library for unintended or inappropriate purposes, such as *but not limited to*:
 - Use of any area of the Library, library materials or equipment for purposes other than as intended, designated, or supported by library's mission, policies and procedures.

- Physical actions or communications of an inappropriately intimate nature.
- Talking or creating noise at a volume deemed disruptive to others. Patrons using electronic devices must use headphones and keep volume at an acceptable level (not disruptive to others). *Exception: Electronic devices which assist persons with disabilities.
- Failure to vacate library property in a timely manner upon staff request, at closing, or in the event of an emergency.
- Professional or unauthorized photography or filming of library property, staff, or patrons without express permission of the individual, Library Director or designee. (p. 5)
- Unauthorized solicitation or sales of any kind; conducting surveys; panhandling; gambling; petitioning; posting notices; or other similar activities are not permitted on library property, except those conducted by the Bettendorf Public Library Information Center staff in conjunction with library activities, unless otherwise authorized by the Library Director or designee. Note: Information posted on the public forum section of the Library's Community Announcement Board is permitted, in accordance with library posting guidelines. (See *Public Posting Policy*)
- Unauthorized consumption of food or beverages unless permitted by library policy or express permission of Library Administration. Note: Covered non-alcoholic beverages are permitted within the Library during normal hours of operation. Unless otherwise authorized, food is limited to the Café, 2nd floor meeting rooms, and library-sponsored programs. Due to sanitation/safety concerns, food or drink confiscated by library staff will be disposed of immediately. Alcoholic beverages are prohibited on library property, except as authorized by the Library Director at library sponsored events.
- Smoking of *any type* is prohibited on library property.
- Use of wheeled vehicles within or on library property, which are considered inappropriate to the space, including: skateboards, bicycles, roller skates/roller blades, scooters, motorized vehicles, etc.
- Carrying or allowing pets of any type on or within library property. * Exception: Service animals which assist patrons with disabilities, guide animals, or those that are part of an *authorized* library program are permitted. All animals must be under the obedient control of the owner and appropriately housetrained. Library programs/events featuring animals are authorized by the Library Director or designee.
- Inappropriate attire: Customers and staff must be appropriately clothed at all times, including shirt and slacks/skirt, dress, or shorts, and shoes (for patrons over the age of 3 yrs.)
- Unauthorized public access to designated staff work and office areas is prohibited. Staff work areas may be entered by the public only under authorization of library or city personnel.

- Unattended personal property. The Library assumes no responsibility for lost, stolen, or unattended personal property. Items left unattended for longer than 30 minutes may be removed, at staff discretion. Suspicious packages which, in the opinion of staff, may pose a potential threat may be removed from the premises without notice.
- Unattended Children (*See Unattended Children Guidelines, p. 3*)

Unattended Children Guidelines

To provide for the general welfare of all persons using the Bettendorf Public Library Information Center and the general safety of children using the Library, the Library Board of Trustees has approved the following guidelines:

1. Children nine (9) years and *older* may use the library unattended.
2. No child under the age of nine (9) may be left unattended on library property. Children *under* the age of nine (9) years must be directly supervised by a responsible guardian (14 years or older) at all times during library visits. Exceptions: Program Attendance, as follows.
3. Children may attend library programs designated for independent participation without supervision. In such cases guardians should meet children at the conclusion of the program *inside* the library building. Program announcements will indicate if supervision is required.
4. Library staff members are not responsible for the oversight of children, in any area of the Library, at any time.
5. A written copy of this policy will be provided to individuals who do not comply with the guidelines of this policy.
6. Repeat violation of these guidelines, or other library policies, may result in loss of library privileges.

Note: When the safety of an unattended child is in doubt, a parent or responsible caregiver cannot be located, or if the Library is closing, library staff will notify local law enforcement and remain with the child (two staff members) until law enforcement arrives to take custody of the unattended child.

Photography and Security Cameras Guidelines

Photography- Professional or unauthorized photography, or filming of the library facility or staff without express permission of the Library Director or designee is prohibited. Photography of any patron without their express permission, or the permission of their legal parent/guardian (minors) is prohibited. Exception: Library sponsored events (Parental permission for the photography of minors is required).

Security Cameras- Security cameras are installed at the Library to protect the safety and security of patrons, staff, the building and its contents. Only authorized library staff (Library Director or designee) may view recordings. However, library security camera recordings are library records and may be viewed upon receipt of an open records or law enforcement request.

Non-Compliance Guidelines

Persons who refuse to comply with this policy may lose their library privileges. The Library reserves the right to remove any person whose behavior is disruptive, is inappropriate for a library environment, or interferes with the provision of services or use of the Library by others. Police may be called and criminal trespass or criminal mischief charges may be prosecuted if the user refuses to comply and/or leave the premises upon request.

Library staff will issue reasonable requests to patrons to comply with library policy guidelines. Should disruptive user conduct continue library staff is empowered to enforce this policy, as follows:

STEP 1- WARNING. In most cases, customers exhibiting inappropriate or disruptive behavior within or on library property will be issued a verbal warning by library staff and required to cease offending activity at once.

STEP 2- EXPULSION. Customers who refuse to cease inappropriate/disruptive behavior upon reasonable staff request will be required to leave library property immediately and for the remainder of the day.

STEP 3- SUSPENSION. Customers who repeatedly and intentionally violate library policy guidelines and staff requests to cease non-compliant behavior(s) will lose library privileges, as determined by library staff, up to but not limited to a period of one month, or as determined by the Library Director.

BANNED- Intentional non-compliance with any library policy may result in suspension or potential loss of library services, or temporary/permanent access to library property (BAN). Customers who refuse to cease inappropriate conduct after **STEP 3 - SUSPENSION** of library privileges will be banned from library property. The Library Director has the authority to ban a customer on a temporary or permanent basis. Reinstatement of library privileges is authorized by the Library Director, and the Library Board of Trustees, as applicable.

POLICE- Library staff may call the police as deemed necessary. Instances in which law enforcement may be called include, but are not limited to patron activity which:

- Poses a suspected danger or threat to the individual, the public, library staff, or library property/ facility.
- Deliberately violates the law.
- Intentionally violates staff warnings, library bans, and guidelines of this and/or other library policies as stated.

The Bettendorf Public Library Information Center is not responsible for the security of unattended children, or personal belongings. The violation of federal or state laws or local ordinances is not permitted on library property. Theft, vandalism, or mutilation of library material or property is a criminal offense that shall be prosecuted. Staff is permitted to photograph any

individual or group failing to respond to requests to comply with any library policy for identification purposes. Incident Reports will be kept on file.

Approved by the Board of Trustees
5/09, 2/11,
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