

Marshalltown Public Library Appropriate Behavior Policy

Approved 3-27-2007; Amended 10-08 & 1-11

Marshalltown Public Library serves a diverse community and strives to do so with tolerance, fairness, and respect. Library users are expected to respect the rights of other patrons and staff members. The Board of Library Trustees have set behavior standards intended to foster a safe, comfortable and quiet environment.

The following behaviors are prohibited:

1. Food or drink in open containers outside of the Café or scheduled meeting room. Non-alcoholic drinks in containers with lids or screw tops are permitted anywhere except at computer workstations.
2. Use of tobacco, alcohol, or other controlled substances in the library or anywhere on the library campus – the library, its grounds and parking lots are entirely “smoke-free.”
3. Impeding access to the building or an area of the building or blocking book stack aisles.
4. Using radios, television, computers, or other electronic equipment with external speakers.
5. Noisy use of cell phones, including ringtones.
6. Running, jumping, or climbing.
7. Disorderly, loud, or boisterous behavior, both inside the library and on library property. Noisy or disruptive groups will be required to disperse.
8. Language deemed profane, belligerent, or abusive by library staff.
9. Willfully annoying, harassing, or threatening another person. Harassment is defined as any action taken or situation created intentionally to produce psychological or physical discomfort, embarrassment, or ridicule. Harassment includes contact, unwelcome physical advances, or conduct, both verbal and physical, of a nature that is intimidating, demeaning, hostile, offensive, or potentially dangerous.
10. Exposing patrons or staff to verbal or visual depictions unsuitable for a multi-age environment.
11. Prolonged sleeping.
12. Use of roller skates or skateboards inside the building, the building exterior, sidewalks, landscaping components or parking lots.
13. Defacing or damaging library materials, furniture, computers, building or landscaping.
14. Removal of library materials without checking them out or concealing materials with the intent to do so.
15. Bringing animals into the library, except those animals licensed to assist persons with physical challenges.
16. The possession of any weapon, unless it is an acknowledged requirement of the individual’s employment (e.g. police officers), by any individual unless he or she has presented a valid permit and photo identification to staff upon entrance to the library.
17. Campaigning, petitioning, interviewing, survey taking, soliciting, or selling, unless by prior authorization of the Library Director.
18. Picture taking or videotaping of people unless authorized by the people involved or the parents or legal guardian if a minor is present.
19. Entering the non-public or staff areas, unless accompanied by a staff member or through prior authorization of a staff member.
20. Violation of any municipal, state or federal law or code.
21. If a person has been asked to leave the building or library campus, returning will be considered trespass.

Patrons Age Seven and Younger Procedures:

See "Unattended Children and Disruptive Behavior," policy 4.17.

Patrons Age Eight and Older Procedures:

1. In situations of a less severe nature, the library patron will be informed of library Behavior Policy and asked to discontinue the behavior in violation of the policy. Be respectful and reasonable. If you are uneasy, ask another staff member to accompany you when you approach the offending patron.
2. Patrons who do not modify their behavior after one warning may be asked to leave the library for the remainder of the day. Again, you may ask another staff member to accompany you when directing a patron to leave. When you have asked a patron or group to leave, immediately alert other staff member that you have done so.
3. In the case of more extreme or severe behavior, the patron may be asked to immediately leave the facility. In the case of more extreme or severe behavior, check with the senior staff member on duty (the staff member at the Reference Desk) about your course of action. Make every effort to have another staff member assist you in asking the patron to leave and immediately alert other staff members as to your actions.
4. Patrons who persist in loud or abusive behavior outside the library doors or on library property should be asked to move off library property.
5. If you are apprehensive about a patron's behavior or the course of action you should take, call the **Marshalltown Police switchboard at 754-5725**. Please make a written record of the incident that prompted your call. Incident report forms are available at any service desk along with the Marshalltown Public Library Policy Manual.
6. In an **emergency, do not hesitate to call 911**. Again, make a written report as outlined above.

Marshalltown Public Library Suspension of Library Privileges

Approved 3-27-07

Patrons who persist in prohibited behavior severe enough to be asked to leave the library premises or patrons who engage in illegal behavior on library premises may lose library privileges for periods of 30 days or longer. "Suspension" is defined as losing all library privileges (use of computers, materials, and access to the library building itself) for two days to one year. The length of the suspension shall depend upon the nature and seriousness of the offense, the extent of damage or disruption caused, any history of prior infractions of library policies, and other relevant circumstances. Determination of suspension is to be made by the Library Director, in conference with other library staff.

1. Whenever possible, any patron who has been evicted and whose library privileges have been suspended will be notified in writing the reason for the suspension, the time period of the suspension, and the appeals process. In the case of a minor, the Library Director may attempt to contact the child's parents or legal guardian by telephone or written notice.
2. Any patron whose library privileges have been suspended has the right to appeal the decision to the Library Director. A patron, or, in the case of a minor child, the patron's parent or legal guardian may appeal the suspension in writing. The written appeal should be sent or delivered to the Library Director. After submitting a written appeal, the patron, or patron's parent or legal guardian, may choose to schedule an appointment with the Library Director. Upon consideration of the written appeal, the Director may shorten, modify, or terminate the suspension of library privileges. The Director's decision will be delivered, in writing, to the patron or patron's parent or legal guardian. The suspension will remain in effect during the appeal process.
3. The Director's written determination may be appealed to the Marshalltown Public Library Board of Trustees. The written appeal should be directed to:

President,
Marshalltown Board of Trustees
105 W. Boone Street
Marshalltown, IA 50158

- The Board shall hold a hearing within 30 days of the receipt of the written appeal. The grievant shall be notified, in writing, at least 10 days before the hearing date. Failure to appear at the assigned hearing without prior notification to the Library Board President will result in the denial of the appeal. Within 30 days of the completion of the hearing, the Board shall issue a written decision either affirming or reversing the Director's determination regarding the appeal. The suspension will remain in effect during the appeal process. The Board's decision is the final determination in the appeal process.
4. Any person who is asked to leave the library for the day or whose library privileges have been suspended for two days or longer and who attempts to enter the library is considered trespassing. Such person or persons are subject to arrest and prosecution for trespassing.