



L.E. Phillips Memorial  
**Public Library**

**Number: 3**  
**Category: Customer Relations**

**Policy Title: APPROPRIATE LIBRARY BEHAVIOR**  
**Date adopted: 09/15/16**  
**Date amended: 01/18/18**  
**Date last reviewed: 01/18/18**

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This policy has been established to maintain a peaceful atmosphere and promote the use and enjoyment of L.E. Phillips Memorial Public Library resources; protect the safety of the general public, staff and library property; and create a welcoming environment for all.

*To ensure a welcoming environment, the responsible use and care of all library materials and property is essential.*

1. Drinking of non-alcoholic beverages is permitted in the library. Consumption of food is limited to pre-packaged snacks or wrapped items that are consumed by an individual and are not damaging to library collections or furnishings or distracting to others. No outside delivery of food is permitted with the exception of meetings held in the meeting rooms and receptions approved by the library. Customers must discard all trash in appropriate containers, immediately report spills to staff, and leave all areas clean for use by others.
2. Use of all tobacco, smoking or vaping products, including e-cigarettes, is prohibited throughout the library building and on library property.
3. Those who steal, damage or deface library materials or property may be prosecuted. Parents are liable for damage done by a child under the age of eighteen.
4. Customers are required to comply with the library's policies and procedures on computer use and the Internet.
5. Improper use of library restrooms, including, but not limited to, bathing, shaving, hair trimming and laundering is prohibited.

*The safety of customers and staff is essential.*

6. Blocking the entryways, vestibules or a staircase is prohibited. Disruptive groups congregating inside or outside the library will be required to disperse.
7. Bicycles may not in any way interfere with entering or exiting the library, and they should be parked in the bicycle racks that are in front of the library or in the outside lower level area.

8. Items carried into the library, such as backpacks or other personal belongings, must be stored out of pathways. Athletic equipment such as skateboards, balls or in-line skates may be carried into the library; however, they may not be used in the library.
9. Threatening, harassing or intimidating language or behavior will result in immediate expulsion from the library and possible legal action.
10. Parents and caregivers are responsible for the behavior, safety and supervision of their children at all times. According to library policy, children under the age of eight must be supervised by a responsible caregiver at all times.
11. Animals, other than service animals, are not permitted in the library, unless as a part of a program authorized by the Library Director.
12. Customers sleeping in the library may be awakened by library staff if there is concern for the customer's health or well-being, or if the customer's sleep is disturbing others. Sleeping in the library for extended periods is prohibited.
13. No customers shall carry, possess or transport a weapon in an open or concealed manner. Weapon means a handgun, an electronic weapon as defined under Wis. Stats. §941.295, a knife as defined under Wis. Stats. §941.24, or a billy club in accordance with City Ordinance 9.32.040.

*The rights of an individual to use the library without being unreasonably disturbed by another is essential.*

14. Creating a disturbance by making noise, talking loudly, whistling, singing, using profanity, running or engaging in other disruptive conduct is prohibited. This includes stalking, prolonged staring at or following another with the intent to annoy, or intentionally behaving in a manner that could reasonably be expected to annoy or disturb other customers or staff.
15. Using personal electronic equipment in a manner that could reasonably be expected to annoy or disturb other customers or staff or interferes with library service is prohibited.
16. Appropriate attire is required. Shirts and shoes must be worn in the library. Offensive body odor due to poor personal hygiene or overpowering perfume or cologne that causes a nuisance or reasonably interferes with library use by other customers or staff is prohibited.
17. Cell phones should be set to low volume or no-ring (vibrate) or turned off when entering the library. Customers should limit themselves to short, quiet phone calls whenever possible. Extended conversations that might disturb other customers should be moved to more isolated areas of the library or outside. Cell phone conversations are discouraged in public computer workstation areas.
18. Individuals seeking to engage in petition-related activities while on library property must comply with the library's policy on Circulation of Petitions.

Everyone has the right to use library resources provided their behavior does not unreasonably interfere with the rights of others to do the same.

Behavior which violates library policy, interferes with the use of the library by others or interferes with staff in the conduct of their duties is not permitted. Customers engaging in such behavior may be asked to stop the behavior and/or they may be asked to leave the building. The police may be called and/or the customer's library privileges may be revoked. Unlawful activities will promptly be reported to the appropriate law enforcement authorities.

Staff is authorized to require a person to leave the library if in the judgment of the staff member the customer's behavior is disorderly or disruptive.

Customers shall cooperate with library staff who must interpret and apply rules and policies. Upon request, customers shall be required to provide their correct name or show their library card or other identification to library staff and leave the premises when so directed.

Entrance to this public library indicates that you are willing and able to act courteously toward all other persons here, act respectfully with regard to public property, and follow all library rules.

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*The American Library Association in its Guidelines for the Development of Policies and Procedures Regarding User Behavior and Library Usage states that "there is a significant government interest in maintaining a library environment that is conducive to all users' exercise of their constitutionally protected right to receive information. This significant interest authorizes publicly supported libraries to maintain a safe and healthy environment in which library users and staff can be free from harassment, intimidation and threats to their safety and well-being."*

*"Every public library shall be...subject to such reasonable regulations as the library board prescribes in order to render its use most beneficial to the greatest number. The library board may exclude from the use of the public library all persons who willfully violate such regulations." Wis. Stat. section 43.52(2).*

*"It is unlawful for any person or persons to stand, loiter or congregate in any street or upon any sidewalk, bridge, crossing or other public place so as to obstruct the same, or to hinder, prevent or annoy persons passing or attempting or desiring to pass therein or thereupon or into or out of any building, private or public; nor shall any person make remarks, gestures, noises, signs or the like to disturb, annoy or insult any person being upon or passing along any street, sidewalk, bridge, crossing or other public place..." City of Eau Claire Ordinance 9.56.050 Public Good Order.*