



**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; 01/16/20; 05/19/22; 02/16/23; 06/18/2026
Date last reviewed: 06/18/2026

The Appropriate Library Behavior policy is enforced inside the library (including restrooms and meeting rooms), on outdoor library property, and in virtual spaces like online chats or meetings hosted by the library, and phone calls.

Respect People's Property

Property that belongs to the library or other customers is not your own. Don't steal or damage anything. Adults are responsible for any damage their custodial children cause.

The Library Is Safe

If it's against the law, it's not allowed in the library. Children under the age of 8 must be with a responsible caregiver at all times.

- This is a substance-free place. You cannot have or be under the influence of drugs or alcohol.
- Weapons,¹ concealed or not,² are not allowed.
- Don't block aisles or doorways with your things or yourself.
- Stay awake. Sleeping (or looking like you're asleep) makes it hard for other people to tell whether you're okay.

The Library Is Welcoming

Show respect to each other and keep the feeling in the library calm.

- Don't make threats, stalk, swear, or disrespect others or the library.
- Don't harm yourself or others.

¹ Weapon means a handgun as defined under Wis. Stats. §941.296, an electronic weapon as defined under Wis. Stats. §941.295, a knife or a billy club in accordance with City Ordinance 9.32.040.
Wis. Stats. §941.296 says: "Handgun" means any weapon designed or redesigned, or made or remade, and intended to be fired while held in one hand and to use the energy of an explosive to expel a projectile through a smooth or rifled bore.
Wis. Stats. §941.295 says: "Electric weapon" means any device which is designed, redesigned, used or intended to be used, offensively or defensively, to immobilize or incapacitate persons by the use of electric current.

² City Ordinance 9.32.040 says: In addition to the provisions of Wisconsin Statutes enumerating places where the carrying of a weapon or a firearm is prohibited, including exceptions thereto, it shall be unlawful for any person other than a law enforcement officer or other City officer or official designated by the Eau Claire Chief of Police to enter the following City of Eau Claire municipal buildings, facilities or locations while carrying a weapon or a firearm. [L.E. Phillips Memorial Public Library is included in the list.]

- Don't engage in public displays of affection.
- No selling or panhandling. If you want to take a survey or ask for signatures to a petition you need to follow the library's policy on Petitioning, Solicitation, and Distribution of Literature.³
- Don't leave your property unattended. The library is not responsible for your things. Staff will remove abandoned property.
- Discrimination based on race, ethnicity, sexual orientation, gender identity, age, ability, any attribute, or protected class is not tolerated. This includes both words and behavior towards others.
- Don't make disruptive noise. This includes being loud enough for others to hear from a reasonable distance or conversations that are not appropriate for all ages.
- Don't use athletic equipment—such as skateboards, roller skates, or scooters—inside the building. You may bring these items in with you if they are small and do not block access, but they cannot be used indoors. Keep bicycles locked in the bike racks outside. Don't cause strong smells. These may include perfume, body odor, and food odor.
- Follow the library's policy on Computer and Internet Use.⁴

The Library Is Clean and Healthy

We can work together to keep the library clean and healthy.

- Using tobacco or vaping products must be done off of library property. This includes rolling cigarettes. You can have these products, but keep them stored away and out of sight.
- Snacks and drinks are allowed if they are small and do not have an odor. Messy foods or drinks must be taken outside. Clean up after yourself.
- Food is only to be delivered to the library if it's for an event space approved by the library.
- Wear appropriate clothing and keep your shoes on.
- Don't lie down in the library, keep your feet off the furniture, use one seat per person, and use all furniture only for its intended purpose.
- Animals are only allowed inside the building if they are service animals or are part of a library program.
- Avoid making a mess. This includes messes in the restrooms.
- Don't visit the library if you are sick.

What If Someone Doesn't Follow the Rules?

Everyone has the right to use the library as long as they don't interfere with anyone else's right to do the same.

- Allow staff to handle incidents; don't involve yourself in rule enforcement.
- Follow instructions from staff. This includes providing your name or library card if asked.
- If you appear to have symptoms of illness or contagious medical conditions, create any kind of health hazard, or admit to being ill, you may be asked to leave the library.
- Breaking the rules may lead to being banned from the library. Anyone who is banned for more than one month can appeal the ban following the instructions in the "Handling a Citizen's Complaint Concerning Library Policies⁵" Policy.
- If you're banned, you won't be able to check out materials or log in to library services.

³ The full text of the library's policy on Petitioning, Solicitation, and Distribution of Literature is available at www.ecpubliclibrary.info/library-policies.

⁴ The full text of the library's policy on Computer and Internet Use is available at www.ecpubliclibrary.info/library-policies.

⁵ The full text of the library's policy on Handling a Citizen's Complaint is available at www.ecpubliclibrary.info/library-policies.

- It's trespassing if you are on library property when you have an active ban.
- The police may be called if staff think it's necessary. You may receive citations for behavior prohibited by City Ordinances.