

CODE OF CONDUCT POLICY

The use of the Pewaukee Public Library is a privilege, not a right, given by the Library upon a patron's compliance with this Code of Conduct.

The Library's mission:

The Purpose of the Pewaukee Public Library is to provide all individuals in the community with carefully selected books and other materials to aid the individual in the pursuit of education, information, research, recreation, and the creative use of leisure time.

Connecting people to information and ideas is sometimes a quiet endeavor (individual research) and sometimes a loud one (art reception with a jazz band). Connecting people to one another is almost certain to entail conversation. To meet the Library's mission, fill the needs of users for a variety of sound levels, and promote library use by families with young children, all in a relatively small space, requires that all users act in a considerate manner.

The Library provides these zones for various sound and activity levels:

- study rooms for quiet work, cell phone conversations, and for containing reasonable group noise
- the Adult Fiction and Mystery areas are deemed a Quiet Area with brief and whispered conversations, no cell phone conversations, and headphone usage only if sound cannot be heard by others
- seating near the fireplace, periodicals, and Internet Terminals for quiet to moderate talk and activity levels
- a children's area for higher activity and sound levels from preschoolers and young school-age children

Each person is requested to act in a considerate manner and to cooperate with the following rules when visiting the library.

1. Sensitivity to noise varies from one individual to another. Patrons are requested to report disruptive noise levels or activities to staff, rather than correcting others themselves.
2. Cell phone ringers must be turned off in the building.
Cell phones conversations may be held only in these designated areas:
 - Front foyer, which has benches for seating
 - Enclosed study rooms (if already using the room)
 - When using lower level Internet terminals. Individuals using Internet stations may need to briefly use a cell phone to call customer service or tech support while using a particular website. When talking while at an Internet terminal, voices must be kept low as to be respectful of other Internet users. Staff may ask patrons to end a phone call if their conversation is too disruptive.
3. Soliciting goods or services on the library premises is prohibited. Solicitation of support for a cause, including petition signatures, is prohibited inside the library facility except for within the Community Meeting Room (CMR) in the course of a qualifying use of the room by an organization.
4. Disruptive behavior such as, but not limited to, throwing objects, running, fighting, horse play, foul language or gestures, verbal abuse of staff or other patrons, use of laser devices (except for authorized programming), the audible use of music devices, or any other act that endangers others or disrupts the enjoyment and use of the library by other users is prohibited.

5. If bodily odor is offensive enough to constitute a nuisance to other people, the patron shall be required to leave the building.
6. Excessive displays of affection, including any sexual conduct or physical contact deemed by supervisory staff to be inappropriate for a public place, are not permitted.
7. All children age 8 and under must be accompanied and adequately supervised at all times and in all areas of the building. See *Children in the Library* policy for more information and for information on older children. Parents whose children scream for extended periods may be asked to briefly remove the child from the Library until he or she can regain composure.
8. Pets, except service animals, are not allowed in the library and may not be left unattended on library property.
9. Shirts and shoes must be worn in the library.
10. Restrooms may be used only for their intended purpose; bathing, hair washing, shaving and laundering clothing are prohibited.
11. For safety and security reasons, personal belongings left unattended in the public area of the Library for more than 15 minutes may be moved to a secure area. The Library and/or Library staff cannot be responsible for any personal belongings left unattended in the Library.
12. Smoking, rolling cigarettes, using vapor-emitting devices (vaping), or chewing tobacco is prohibited in all areas including the meeting rooms, restrooms, and lobby. Smoking is prohibited anywhere on library property.
13. Bedrolls and blankets other than baby blankets are prohibited.
14. Furniture must be used in an appropriate manner. Putting feet, with or without shoes, on the tables, chairs, and other furnishings can cause damage and is prohibited. Chairs may be occupied by only one person each, with the exception of two young children, or an adult and child sharing a chair.
15. Furniture should not be relocated within the Library without the permission of Library staff.
16. Police will be notified when disruptive behavior may be illegal. This includes, but is not limited to, cases such as:
 - Loitering- lingering aimlessly or standing/sitting idly around alone or in a group, after having been asked by library staff to move on, especially when this impedes access or results in intimidation of others wishing to enter or use the building.
 - Consumption of alcohol or illegal drugs in the library or on library property.
 - Assault or battery
 - Criminal damage to property, including library materials in any format
 - Theft or vandalism of library materials or property
 - Disorderly conduct
 - Harassment, which may include unwanted conversations with other individuals or employees, impeding access to the building or an area of the building, constantly staring at or following another person, sexual activity of any kind including indecent exposure, voyeurism or peeping, and other harassment which is illegal under federal, state or local law including but not limited to sexual, racial and/or age harassment.
 - Use of the Internet that violates the Library's *Internet Access* policy.
17. Skateboarding, roller skating, rollerblading, and use of similar toy/sport articles in the library or on property surrounding the library is prohibited.

18. All interior areas of the library, as well as exterior doorways, must be kept free of wagons, scooters, skateboards, bicycles and other similar toy/sport articles. Most of these can and should be secured to the rack outside the library. Wagons must be left outside and away from the doors. Strollers and wheeled assistive devices may be brought into the library. If these items are brought into the library, they must be safely stored where they do not obstruct walkways or access to library services or materials.

Library staff members will bring to an individual's attention any behavior that affects the library's ability to provide an atmosphere conducive to reading, study, quiet conversation, and the legitimate use of library materials and services. The Library staff shall enforce the *Code of Conduct* in a fair and reasonable manner, following the steps outlined below.

- First time violations of the above rules will receive a warning. Library staff will identify the inappropriate conduct for the individual and state the behavior that is expected if the person wishes to remain in the building.
- At the second violation, the person will be told to leave the library for the remainder of the day. This is considered a one day suspension and the first restriction of use of the library building and property. If a person who is told to leave the library refuses to do so, the staff member will summon law enforcement personnel.
- At the third violation the person will be suspended from the Library for a period of one month. If the disruptive behavior recurs, the fourth restriction will be for six months, and finally for one year. If the individual is under the age of 18, a Library Department Head will notify the young patron's parents or guardians of each restriction beyond a one-day restriction.
- If the individual responds in a verbally or physically abusive manner to the warning, the person will be told to leave immediately. The Library staff member will call the police if necessary. If the incident escalated to where the person was told to leave the building an incident report should be filled out and the Library Director should be notified. The Library Director will determine how long the patron will be suspended from the Library.
- In cases of repeated violations of the library's *Code of Conduct* the Library Board may determine a period of time that such a person should be excluded from using the building, property or services. Such a determination would be made upon a finding that exclusion is necessary to protect the mission and services of the library, library property or the health and safety of staff and patrons.
- In cases of severe, egregious, or illegal conduct that endangers the health and safety of staff or patrons, or that endangers the mission, services, or property of the library, the Library Director or his or her designee may make an immediate decision to exclude a person from use of the library building, property, or services for any length of time. This will generally be done in consultation with law enforcement officials.
- A person excluded from the use of the library building, property, and/or services may request that the Library Board reconsider such a decision and present evidence to the board that he or she no longer poses a threat as described above.

Adopted by the Pewaukee Public Library Board of Trustees: December 19, 2018, Dale Noll,
Library Board President