

Nauvoo Public Library Behavior Policy

Adopted August 2008

This policy has been adopted by the Board of Trustees to assist library staff in maintaining the peace, comfort and security of the library, library users, and library staff. Employees should exercise their own judgment and tact in interpreting and enforcing these guidelines. This list should not be considered to be all-inclusive.

1. The library is a tobacco-free facility. The use of any tobacco product anywhere within the facility, or in an area where second-hand smoke can enter the facility, is prohibited.
2. Library users may not harass or bother other library users or library employees on library property. Harassment of any patron based on their protected class will not be tolerated
3. No activities in violation of any local, state or federal law will be allowed. The library reserves the right to inspect any purses, backpacks, bags, briefcases etc. If staff members have reason to believe that a law has been violated. Criminal offenses will be prosecuted.
4. Loud, excessive and boisterous behavior is not permitted within the building. This includes, but is not limited to running,; fighting; quarreling; swearing; shouting; rude or inappropriate remarks; and excessive displays of anger.
5. Library users should not engage in conversations or introduce other sounds or noise, at a volume level that is significantly above the general noise level of the library at that time.
6. No campaigning; petitioning; interviewing; survey-taking; soliciting or sales; or any other speech or conduct, which results in the disruption of library activities, will be allowed within the library or on the library grounds. This does not relate to library-sponsored activities.
7. All individuals are required to wear shirts and shoes at all times inside the library. Discretion may be used in the case of very young children.
8. No animals, except those used to aid persons with disabilities, will be allowed within the library. Animals may not be left unattended on library property.
9. Library users may not conduct lengthy conversations on any telephone within the library. This includes cell phones.

10. No consumption of food or beverages is allowed in the library, except for special events or with permission of authorized employees. Individuals not conforming to this rule will be asked to discard their food or drink or leave the facility in order to consume it.
11. No sleeping is allowed in the library. This does not apply to young children.
12. All children in second grade or under must be accompanied by an adult (18 or over), while in the library, at all times. If unaccompanied by an adult, children of this age may not remain in the building longer than it takes to locate and check out a few items. A parent/guardian should be in a position to supervise their child's activity at all times.
13. All parents, teachers, guardians, baby-sitters and other adults will be held responsible for the action of the children in their charge while in the library.
14. All library users must conform to acceptable standards of hygiene and cleanliness in order to prevent the disturbance of other library users and their use of the facility. Customers exhibiting unsanitary hygiene may be asked to leave the premises.
15. Any misconduct that disturbs library users or staff, or that hinders others from using the library or library materials is prohibited.
16. Individuals who require continual staff intervention or who demand continual staff attention with constant requests may have their privileges reduced or curtailed if this behavior interferes with the library staff's ability to perform their duties in the best interest of all library users.

Staff Enforcement of Behavior Rules

1. **Policies 1-11:** Any library staff member who observes a violation of these policies should inform our customers immediately and see that appropriate corrective action is taken. As a general rule, employees should use the utmost discretion when initiating the first warning, since library customers may be unaware of the policy. The initial warning should be delivered as quietly, privately and politely as possible in most instances. As a general rule, less experienced employees should consult with the Librarian when enforcing actions requiring more individual judgment and interpretation, such as Policies 2-4.
2. **Policies 12-13:** In the case of these two policies, staff should talk directly with a child's parent/guardian and use their own discretion when enforcing these guidelines. Parents should be given a few polite, private reminders concerning these policies before

corrective action is initiated. Unsupervised children may be asked to leave the building if significant problems persist.

3. **Policies 14-16:** As a general rule, all staff should consult the Librarian (or person-in-charge) when interpreting these three policies. The Librarian will generally interpret whether these policies apply to a particular individual or action.
4. Individuals not conforming to any of the above library policies may be given one polite, private reminder to correct their behavior first, or asked to leave immediately, depending on the severity of the situation.
5. Occasionally, a library customer may exhibit such obviously inappropriate behavior, that a firm and public reprimand might be considered appropriate. In some instances, behavior may be so inappropriate that employees may ask the customer to vacate the premises immediately. The Librarian should always be informed in these matters.
6. When possible, staff may try to involve another staff member when a situation requires asking an individual to leave the premises. If this is not possible, or if the individual refuses, the police may be called for support.
7. Staff should notify the Librarian and the Board of individuals who continually disrupt library service in some manner. Additional measures may be taken on a case-by-case basis.
8. Any person may, without prior warning or notice, be removed immediately from the library if his or her conduct on the premises poses a potential or implied threat to the security of any person or property on the premises: or if the individual's action present a significant disruption to staff or customers.
9. Patrons who cause repeated disturbances, violate library policies repeatedly, violate any local, state or federal law or create a significant problem at any one time may have their library privileges revoked or restricted at any time. The Librarian may bar an individual from the library for up to one month. If the Librarian wishes to bar an individual from the library for more than one month, he/she will seek final approval from the Board.
10. Any redress for grievance regarding any actions taken by library staff to enforce library discipline and behavior guidelines must be submitted in writing to the Librarian. The Librarian may accept or reject the grievance in writing. If the customer does not agree and wishes to take the matter further, they may submit a grievance to the Board of

Trustees. The Board of Trustees may accept or reject the grievance. The Board's decision shall be final.

11. If the library users complain that a particular policy is not posted, they will be offered a copy of the policy. It is not possible to post all library policies.

Unattended Children and Disruptive Behavior

1. Unattended Children (Pre-school through Second Grade): Staff should make an effort to identify children from this age group who are left unattended in the library. If these children are only accompanied by older sibling(s), this does not meet library policy of proper supervision. Parents of these children should be identified and contacted in some way. When the parent is located, library policy should be explained. If the parent cannot be located, staff may choose one of two options: 1) If accompanied by older siblings or friends, children may be informed of policy and asked to return home. 2) If "abandoned" by parent/guardian, staff should continue to monitor the child by seating them in a nearby area until a parent returns to pick them up. At this time, library policy should be explained. Staff should avoid sending children of this age home alone.
2. Disruptive Children Under Age Eight: Children who are being disruptive, or in violation of any rule listed above, will be asked to leave by staff. If the disruptive behavior continues, a staff member should inform the parent/guardian that their child is disturbing others. If the adult refuses or is unable to control the child, the family may be asked to leave.