

Library Patron Expectations and Behavior Policy

Approved: December 18th, 2023

Effective: December 18th, 2023

Revisions: January 22nd, 2024

Review: N/A

Purpose

Under the provision of Chapter 43 of the Wisconsin State Statutes, specifically section 43.52 (1), the Amery Area Public Library Board of Trustees may enact regulations that serve to ensure the safety of all library staff and patrons, protect the usefulness of the materials collection, and maintain order in the library. It is expected that all patrons and staff will follow these guidelines.

These rules and guidelines are for the protection of all who use the Library. The Library staff may require a library user to leave the premises, call the police or ultimately bar a library user from the Library for noncompliance with this code of conduct.

Patron Expectations

As a patron of the Amery Area Public Library, you can expect to:

- Receive friendly, courteous, and respectful service;
- Have free and equal access to information;
- Have a clean, comfortable, and pleasant environment;
- Feel secure that we will hold your patron record as confidential; and
- Use the library undisturbed without threat of harm, invasion of property, interference, or discrimination.

Behavior Guidelines

- **Alcohol/drugs**-Alcohol or illegal drugs may not be brought into the library or consumed in the library.
- **Animals**-Only service animals as defined by the Americans with Disabilities Act (ADA) are permitted in the library, unless they are part of a library program and approved by the Library Director or their designee.
- **Bicycles**-Bicycles must be stored in the bicycle rack at the north entrance so as not to impede access to the library building.
- **Closing time**-Please leave the library, including vestibule, promptly at closing time. It is strongly recommended that all children are accompanied by someone who can take responsibility for them outside the building at closing time.

- **Damages**-Library users are responsible for damage that exceeds the expected amount from normal use over time. Parents/legal guardians are responsible for damage caused by a child under the age of eighteen.
- **Disorderly conduct**-Harassment, disorderly conduct or other behavior that disrupts library use is not acceptable. Disorderly conduct includes (1) brawling or fighting; (2) disturbing an assembly; or (3) engaging in offensive, obscene, abusive, boisterous, harassing, or noisy actions or using offensive, obscene, or abusive language, or spitting, which may harass or arouse alarm, anger, or resentment in others.
- **Dress**-Shoes or sandals and shirts must be worn in the library at all times.
- **Emergencies**-When the alarm sounds, please follow staff directions promptly.
- **Food and Beverages**-Drinking of non-alcoholic beverages in covered containers is permitted in the library. Consumption of food is allowed in meeting/study rooms, as well as at any table. Food is not allowed at any of the computer stations.
- **Furnishings**-Furnishings should be used only for their intended purposes.
- **Language**-Offensive, abusive or intimidating language is not acceptable.
- **Loitering**-Entrances, doorways and stairs must be kept clear at all times.
- **Noise**-Aside from the Youth Services area of the library, noise should be kept at a conversational level. Very loud talking or other loud sources of noise are not allowed. Patrons must use headphones if they are using audio on the public use computers or their own devices. Likewise, cell phones that are set on speaker mode must not disturb library staff or other library users. Library staff may require that library users turn off their speaker settings while in the public computer area. Audible use of radios, CD players, or other electronic devices is not allowed in the library; headphones are available at the circulation desk. Library staff may bring headphones to library users and request their use.
- **Photography**-(addressed in Photography and Recordings policy)
- **Restrooms**-Improper use of restrooms, including but not limited to, bathing, shaving, hair trimming, and laundering is prohibited.
- **Running**-For the safety of all library users, running is prohibited in the library.

- **Skateboards, in-line skates and other athletic equipment**-Skateboards, in-line skates, and other athletic equipment may be brought into the library, however they must not be used in the library and must not block pathways.
- **Sleeping**-Library users sleeping in the library may be awakened by library staff if there is concern for the patron's health or well-being, or if the library user's sleep is disturbing others. Sleeping in the library for extended periods is prohibited.
- **Smoking**-Smoking, including vaping and the use of e-cigarettes, is not allowed in the library.
- **Solicitation**-Solicitation is not allowed in library public areas or on the library sidewalks.
- **Staff areas**-The public is not permitted behind the public service desks or in other non-public areas.
- **Weapons**-Library users are prohibited from carrying, possessing or transporting a weapon¹ in an open or concealed manner², unless they are a member of law enforcement.

¹ Weapon means a handgun as defined under Wis. Stats. §941.296, an electronic weapon as defined under Wis. Stats. §941.295. 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 325-4 says: **A.** In accordance with § 66.0409, Wis. Stats. (Local regulation of weapons), § 941.23, Wis. Stats., pertaining to concealed weapons, and all amendments thereto is adopted by reference. **B.** It shall be unlawful for any person, other than those identified as a "licensee" or "out-of-state licensee" as defined in § 175.60, Wis. Stats., and all amendments thereto, to carry on his or her person a hidden, or concealed, dangerous weapon, within the corporate limits of the City of Amery. This section applies to all dangerous weapons unless they are unloaded, or disassembled, and completely encased. **C.** It shall be unlawful for any person to carry or wear any dangerous weapon, concealed or hidden on his or her person, in any building owned, occupied, or controlled by the City of Amery, Wisconsin, to the extent of § 943.13(1m)(c)4, Wis. Stats. All entrances to such buildings shall be posted with signs no smaller than five inches by seven inches stating that all weapons are banned from the premises. Further instruction on proper signage shall be found in § 943.13(2)(bm)(2)c, Wis. Stats., and all amendments thereto. **D.** It shall be unlawful for any person to carry, concealed or hidden, any dangerous weapon at any special event as defined by § 943.13(1e)(h), Wis. Stats., and all amendments thereto held in the City of Amery, Wisconsin. All entrances to such special events shall be posted with a sign at least five inches by seven inches stating that weapons are banned from the event. **E.** Nothing in this section shall be construed to apply to prohibit a peace officer or military personnel armed in the line of duty, or other person defined by § 175.49, Wis. Stats., or any person duly authorized by the Chief of Police, to possess a firearm within the corporate limits of the City of Amery or public buildings located therein. **F.** No person, except a police officer, sheriff, or their deputies, shall discharge or fire any firearm, black powder gun, or air gun within the corporate limits of the City of Amery, Wisconsin, unless the Chief of Police has granted permission for such use for a

Consequences of Unacceptable Behavior

When possible, staff will first educate individuals about the applicable policies before taking stronger measures to enforce those policies. Inappropriate behavior as outlined above or the commission of any crime on library property will have consequences. Customers may be asked to leave the library premises immediately. In addition, a patron may be barred from library premises temporarily or permanently depending on the severity of the offense.

In situations where library staff feel that the health, safety or security of library patrons or staff are threatened, they may take any and all appropriate action including, but not limited to, calling the police for assistance.

Patron Appeal Process

Any person who has been banned from the library or whose library privileges have been restricted or suspended for a period in excess of one week has the right to have the decision reviewed by the Library Board of Trustees. A signed, dated appeal must be requested in writing within ten days of such suspension and must include the person's name, address, date and time of violation, type of violation, and the person's reason for appealing the decision. A request for an appeal shall be submitted to the Library Director for inclusion on the agenda of the regular Library Board of Trustees meeting held each month. The decision of the Board of Trustees on the appeal shall be final. The Board of Trustees reserves the right to seek a restraining order from the court to permanently ban any person who continues to violate the Rules of Conduct and/or the law.

lawful purpose. Lawful purposes include, but are not limited to, pest extermination, wildlife management as authorized by the City Council or the Wisconsin Department of Natural Resources, and the starting of athletic events.