

## **PAULINE HAASS PUBLIC LIBRARY**

### **POLICY: CODE OF CONDUCT**

**Approved by Library Board: June 18, 2025**

The Library Board established this policy to ensure that the library is a safe, welcoming, comfortable, and pleasant atmosphere in which all library patrons can use materials and services most effectively. Library patrons are expected to use the Library, including its facilities, grounds, resources, and materials, in a responsible, appropriate, and courteous manner.

These rules are posted for the comfort and protection of all. They will be respectfully and firmly enforced by Library staff. If necessary, the police may be called for assistance. Persons who fail to follow the Library's rules may be excluded from the Library and/or face legal action which includes a possible charge of violation of municipal ordinances. Repetitive and/or serious violations could mean permanent exclusion from the Library.

#### **Animals:**

No animals may be brought into the library unless they are a service animal or are part of a library program. Wisconsin law defines a service animal as a dog or miniature horse that has been trained to do a specific task, service or work for the handler that is directly related to the handler's disability.

- A service animal must be harnessed, leashed, or tethered and under control by its handler. Notwithstanding the first sentence, if the handler's disability prevents using these devices or these devices interfere with the service animal's safe, effective performance of tasks, the handler shall maintain control of the service animal through voice, signal, or other effective controls.
- If the service animal barks, lunges, misbehaves, urinates or defecates in the library, and the handler does not take effective action to control it, library staff may ask that the animal be removed from the building.

#### **Cell Phones and Other Communication/Electronic Devices:**

Polite use of cell phones or other communication/electronic devices is permitted. Use that is disruptive to other library users is not (loud voices, lengthy conversations, audible content playing from a device without headphones).

#### **Supervision of Children:**

All children under the age of ten must be accompanied by an adult/caregiver; please see the [Child Safety Policy](#) for details and other rules.

**Examples of disruptive, dangerous, or unacceptable behaviors include, but are not limited to:**

- Any illegal activity
- Fighting or abusing library customers or staff, including the use of offensive, threatening, harassing, or abusive language or gestures

- Solicitation of goods or services, including distribution of printed materials and surveys
- Panhandling
- Canvassing (including petitioning) for any political, charitable, religious, commercial, or personal purposes inside the library building
- Loitering, interfering with free passage, or prolonged sleeping
- Tampering with or intentionally damaging computer hardware, software, printer, operating systems, or other associated equipment
- Damaging, defacing, or misusing library materials, equipment, or facilities
- Harassment, including following staff or customers around the building or staring at staff or customers such that performance of their duties or use of library services is disrupted
- Smoking, vaping, alcohol, or drug use in the library
- Shaving, bathing or laundering clothes in public restrooms (referral to local services is available)
- Personal hygiene that disrupts others from using library facilities, collections, or services
- Failing to wear appropriate upper and lower body clothing or footwear
- Violating the Child Safety Policy
- Playing audio/video from electronic devices without headphones, unless within private study or meeting rooms
- Entering unauthorized (staff) areas without permission
- Remaining in the Library after closing, when requested to leave during emergency situations, or when requested to leave due to behavior

**Violations of the Code may result in consequences including the temporary removal or permanent ban of the violator from the Library at the sole discretion of the Library.** Minor violations of these rules will first result in library staff attempting to educate or warn individuals about the policies before enforcing such policies. If an individual continues to violate these policies, staff may order them to leave for the day. However, any conduct that threatens the life or safety of any person, involves violence or the threat of violence, or that is damaging to library property, equipment or facilities may result in immediate expulsion from the library premises.

**Any person banned from the Library by action of the staff for a period of one year or longer may request a hearing on the propriety of that ban before the Library Board at its next regularly scheduled meeting.**

Adopted by Library Board: June 1999

Last revised by Library Board: June 2025