

# Policy

TITLE: Patron Code of Conduct  
APPROVED BY: Board of Trustees  
APPROVAL DATE: May 8, 2024  
EFFECTIVE DATE: May 8, 2024  
NEW ( ) REVISIONS (X)

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The Peabody Public Library is committed to providing a welcoming atmosphere where people of all ages may come to read, browse, study, do research, or participate in programs in a safe and clean atmosphere. To ensure that we are welcoming of all, certain standards of behavior are expected and enforced. While silence should not be expected in the library, library staff will address behavior that is considered disruptive. Respecting others helps ensure all can enjoy everything the library has to offer.

Inappropriate behavior includes, but is not limited to, any activity that disturbs others, interferes with Library operations or the rights of other patrons, monopolizes library resources, creates a safety risk to self or others, damages or has the potential to damage library materials, facilities, or property. It also includes behavior that is rude, profane, or generally considered unacceptable in a public place. These rules have been established for all patrons. If a patron is not responsive to the needs of other library users or disregards the procedures protecting patrons, staff, and library property, the patron will be asked to leave the library. In addition to the above, violation of any Federal or State statute or local ordinance will be regarded as a violation of Library procedures. Any illegal activity will be immediately reported to the Columbia City Police Department.

Staff will employ a tiered method to dealing with inappropriate behavior. Upon first seeing behavior, staff will notify patron of the offending behavior, provide a copy of the Code of Conduct, and request that the behavior stop and consequences for not behaving. If the patron continues the behavior or engages in other inappropriate behavior, they will be asked to leave the library property for the remainder of the day and a report will be submitted to the Executive Director. If, upon the patron's return, inappropriate behavior continues, the individual will be asked to leave the library for a week. Upon a third offence, the patron will be asked to leave the library for a month and must have a conversation with the Executive Director and a Department Head before being allowed to return to the library.

The Peabody Public Library reserves the right to skip any steps in the suspension process, or suspend longer, if warranted by the behavior. Peabody Public Library Staff make the final determination on what constitutes disruptive or inappropriate behavior.

## While in the Library...Please

- Abide by all library policies and procedures and comply with requests of Library staff.
- Adhere to the computer use policy.
- Ask for help when you need it.
- Check out your library materials before leaving.
- Keep entrances, doorways, and stairs clear for other people.
- Keep your voice low and language civil.
- Obey all applicable federal, state, and local laws.
- Park bicycles, skateboards, roller blades, etc., outside without blocking entrances and walkways.
- Adhere to the Unattended Patron Policy.
- Report immediately any behavior that is disruptive or threatening in any way.
- Respect the privacy of others.
- Show respect for all patrons, staff, furnishings, and materials.
- Use audible devices with headphones set at a volume that doesn't disturb others.
- Use furniture and other facilities in an appropriate manner.
- Wear appropriate attire, including footwear, shirts, pants/skirts, etc.
- When masks are required, they must be worn over the nose and mouth while inside the library, at all times, during a pandemic.

## ...Please do not

- Bring pets into the library.
- Conduct surveys, petitions or distribute material within the library.
- Damage or deface library property.
- Disobey the reasonable direction of a library staff member.
- Disturb others due to poor personal hygiene.
- Eat in the Indiana Room or computer areas.
- Engage in sexual conduct.
- Enter areas that are for use by library staff only.
- Harass patrons or staff.
- Panhandle or solicit for sales or charity.
- Possess, sell, distribute, consume or be under the influence of alcohol or illegal substances.
- Run, engage in loud, rowdy behavior, or create a public disturbance.
- Sleep, loiter, or camp on library premises.
- Smoke inside the library, near the entrance doors, or by the bicycle racks (including lit or non-lit e-cigarettes).
- Use the restrooms to bathe, shave, wash hair, etc.