

# Appropriate Behavior & Expectations Policy

Fond du Lac Public Library

Board approved: March 20, 2025

Previous policy dated: November 21, 2024

## 1) Customer behavior

The following rules are established to provide an environment that is comfortable, pleasant and safe for all at the Fond du Lac Public Library and campus:

- a. Persons shall follow instructions and directions from library staff members at all times.
- b. No persons shall willfully harass, attempt to threaten, or intimidate other patrons or staff.
- c. The library reserves the right to limit the number of questions or amount of time a staff member can spend helping individual patrons. Monopolizing the time of staff or otherwise interfering with staff members' performance of duties is not allowed and may be subject to restrictions up to and including restriction from the library.
- d. No persons shall willfully or purposely expose patrons or staff to images or language in such a way that a reasonable observer would consider the behavior sexual harassment.
- e. The use of profanity or abusive language is prohibited.
- f. Persons are prohibited from library property between the hours of 9:00pm - 8:00am, with the exception of scheduled events.
- g. Unisex restroom facilities are designated as single user occupancy with the exception of individuals requiring the need of a caregiver.
- h. Use of restroom facilities for unreasonable or unintended purposes such as bathing, laundering, or grooming is prohibited.
- i. Patrons remaining in library restrooms will be subject to periodic checks for safety and welfare.
- j. Shoes and shirts must be worn at all times.
- k. Only service animals or animals in library-sanctioned programs are allowed inside the building.
- l. No laying on floors, couches, or outside on library property; no sleeping inside or outside the building.
- m. The moving of library furniture without permission of library staff is prohibited.
- n. No interfering with another person's passage within the library or on library grounds or blocking any entrances, exits, or aisles.
- o. Adults (18 and over) who are not accompanied by children are to use the children's areas only for the purpose of gathering materials. Studying or reading by adults should take place in adult areas of the library.

- p. Meetings or group project work should not disturb others. Groups should use study rooms or meeting rooms whenever possible. Groups that circumvent the reservation process by holding a meeting in an open public space will be asked to leave or disband immediately. (See also: *Meeting Room Policy*)
- q. The library is not responsible for personal property. Personal items must be in the possession of the owner at all times. All belongings must be carried completely on one's person. Coat racks may be used for personal possessions, but they are still the responsibility of the owner. Wheeled carts, wagons, coolers, etc. are only allowed if they are for transporting library or program materials, equipment, or supplies (vending, deliveries, etc.) or for transporting humans (strollers, wheelchairs, motorized scooters, etc.)
- r. Customers cannot store personal items at the library or ask staff to be responsible for personal items. Unattended property will be taken to lost and found. Food and drinks left unattended will be disposed of by staff.
- s. Bicycles must be parked in bike racks.
- t. Skateboards, scooters, and roller blades may be carried inside the building, but cannot be used in the library or on library grounds.
- u. Customers cannot hoard newspapers, magazines, or other materials that may be in demand by others.
- v. The Library is a smoke free campus.
- w. Displaying and visibly carrying pipes, cigars, cigarettes, rolling tobacco, or electronic smoking devices on library property is prohibited.
- x. The possession and/or consumption of alcohol is prohibited on library property unless part of a Friends of the Fond du Lac Public Library-sponsored event.
- y. Persons may not be detectably intoxicated or in a state of chemically altered awareness while in the library building or on grounds.
- z. Device volume is to be kept low; conversations should be kept at levels that do not disturb others.
- aa. Customers who emit excessive odor — where lack of hygiene or use of cologne or perfume is so offensive that it constitutes a nuisance, forces others to leave the area, or inhibits library employees from performing their duties — may be prohibited from using the library. Staff will advise the customer to remedy the problem by their next visit.
- bb. The bulk distribution of food, unless part of a library-sanctioned event, is prohibited.

Customers who refuse to comply with any of the requests listed above may be asked to leave the premises for a period of time. Egregious or frequent problems may result in a no-trespass order being issued by the Fond du Lac Police Dept.

Library staff will contact police if it is determined anyone's health or safety is at risk.

## **2) Minors in the Library**

(See also: *Safe Child Policy*)

- a. Children who are not aware of their surroundings and responsible for their own behavior must be accompanied and supervised by an adult or older caregiver in all areas of the building.
- b. Caregivers are expected to attend to and proactively manage the behavior of children in their care. If a child's behavior disrupts other patrons' use of the library or presents a safety concern, staff will let the caregiver know that behavior is unacceptable; if the behavior continues, the child and their caregiver may be asked to leave for the day.
- c. Egregious or frequent problems may result in prohibiting the minor from using the library.

No-trespass orders may be requested to enforce such prohibitions.

## **3) Solicitation at the Library**

Panhandling or solicitation by individuals or outside groups is not permitted in the library or on library grounds. Panhandling includes, but is not limited to, asking for food, money, rides, or other goods and services.

Solicitation includes selling\*, gathering signatures for petitions, and political campaigning. No tickets will be sold in the library except for events sponsored by the library, by Friends of the Library, or by FDL Literacy Services. Individuals are not permitted to place a box, receptacle, or canister to solicit monetary donations in the library. Upon approval, organizations may place article (i.e., clothing, food, eyeglass) donation receptacles in the library.

*\*Sales may be permitted in special library-sanctioned events (for example: authors' book sales), with staff approval.*

Meetings held for commercial purposes are allowed only in the McLane or Community Meeting Rooms, which require advance reservation. A commercial purpose is defined as selling, promoting, or advertising a product; recruiting employees; providing personal services for a cost; or any other activity engaging in or relating to commerce. (See also: *Meeting Room Policy*)

## **4) Disturbances in the Library**

Library users who cause a disturbance or who engage in harassing, violent, or abusive behavior will be asked to stop immediately. Any library users who persist in such behavior after being warned shall be required to leave the library. Staff will call police to escort anyone from the

library who refuses to leave when asked or whose behavior or actions might jeopardize the safety of others.

- a. Customers who display a pattern of disruptive behavior will be subject to a no-trespass order from local law enforcement.
- b. No-trespass orders may be requested for individual incidents of harassment, violence, threats of violence or vandalism.
- c. The duration of the no-trespass order is at the discretion of the director or supervisory staff and will depend on the severity of the incident(s).

## **5) Illegal activity**

Library staff reserve the right to call local law enforcement when persons are caught in or suspected of illegal activity and may result in a no-trespass order as per state statute.

## **6) Reconsideration and appeals**

Reconsideration of no trespass orders of more than one year may be submitted for approval by the Library Director after one year.