



PATRON CODE OF CONDUCT

PURPOSE

Longview Public Library welcomes every member of the community to use and enjoy our Library. To ensure that all visitors have a safe and enjoyable experience, we have the following expectations. Under the authority of state law RCW 27.12.290 “library board of trustees may exclude from the use of the library under its charge any person who willfully and persistently violates any rule or regulation prescribed for the use of the library or its facilities or any person whose physical condition is deemed dangerous or offensive to other library users.”

All people using Library services are entitled to:

- Use Library resources and services without discrimination
- Receive friendly and respectful service
- Expect free and equal access to information
- Enjoy a clean and safe environment
- Make proper use of the Library and its resources without interference

POLICY

All patrons are expected to follow this Patron Code of Conduct. It applies to every location everywhere the Library provides service: the Library building and grounds, at outreach events, and through communications (website, social media, phone, chat, and email). Parents, guardians, and caregivers are responsible for their child and dependent adult’s personal safety and behavior. Children's and Teen's areas are designated for use by children, their caregivers, and teens.

Library patrons are expected to:

- Be safe
- Be respectful of other patrons and Library staff
- Be respectful of Library building and grounds
- Follow the directions given by Library staff
- Obey the law

The Library Code of Conduct is divided into four categories:

Category	Description	Consequence
A	Disrupts other patrons' ability to use the Library and staff's ability to serve patrons	Not allowed to use the Library for one day
B	Serious Library-specific violations (or repeated Category A)	Not allowed to use the Library for one month
C	Violations toward people or property	Not allowed to use the Library for one year
D	Severe violations toward people and property	Not allowed to use the Library for up to two years

See Category descriptions for example violations.

Library staff will engage with patrons who violate this Code of Conduct. Failure to follow Library policies and staff directions could result in restriction of Library privileges, immediate removal from the premises, trespass from the Library for a period of one day to two years, or in arrest and prosecution for violations of criminal law.

Patrons who have had their privileges restricted must contact the Library Circulation Specialist to discuss the violation and future expectations before returning to use the Library. They will also be asked to sign an agreement to adhere to the Code of Conduct.

Individuals with disabilities may request reasonable assistance by calling (360) 442-5300 or email longviewlibrary@mylongview.org. If a patron questions a trespass, they should appeal the action by writing the Library Director. The Library Director will provide a written response within 14 days. The Library Director's written decision may be appealed to the Library Trustee Board at the next Board meeting following the Director's written response. This written appeal will be responded to within 14 days by the Library Board Chair. Patrons can contact the Library Director and the Board Chair by calling (360) 442-5309 or emailing Jacob.cole@ci.longview.wa.us

Category A: (Disrupts other patrons' ability to use the Library and volunteers / staff's ability to serve)

- Failure to follow local or state emergency public health orders when activated e.g. wearing masks, social distancing, and building capacity.
- Loud disruptive behavior.
- Unattended items, or items that disrupt other patrons' ability to use the Library and staff's ability to serve, blocking exits or violating fire code.
- Bringing bicycles, shopping carts, or other large wheeled conveyances inside Library buildings. Wheelchairs, strollers, and mobility devices are only permitted if being used as transportation for, or as a mobility device by, an adult or child. Skates, skateboards, collapsible scooters, hover boards, and other similar devices must be carried while on Library property. Bicycles should be stored in designated bicycle racks.
- Entering the Library without wearing shoes and garments that cover the upper torso of their bodies. Patrons may not remove shoes or garments covering their upper torso while in the Library.
- Bringing any animal into Library facilities, except for service animals that are individually trained to do work or perform tasks for an individual with a disability in compliance with ADA (Americans with Disabilities Act) regulations. Animals that are part of a Library program may be allowed in Library facilities with the consent of Library staff.
- Children under the age of 8 may not be at the Library unless they are actively supervised by a responsible person age 14 or older. Children between the age of 8 and 13 may be at the Library unattended if they understand and comply with the patron code of conduct and Library staff directions. Youth age 14 and older may be at the Library unattended or act as the caregiver for younger children if they understand and comply with the Library code of conduct, Library staff directions, and ensure that younger children follow those as well.
- Improperly supervising dependent adults in care.
- Eating, drinking, or displaying open food or liquid containers in the Library facilities outside of designated areas.
- Sleeping (or the appearance of) that impedes others from using Library spaces or resources.
- Inappropriate use of Library grounds including littering, moving furniture without staff permission, soliciting or distributing materials without staff approval.
- Smoking, vaping, chewing, or other tobacco and cannabis use on Library property.
- Body odor or lack of hygiene that unreasonably interferes with others' ability to use the Library and staff's ability to serve.
- Breaking rules in the *Computer and Internet Use* policy.
- Possess, use, or be under the influence of alcohol or a controlled substance.
- Using the restrooms or other Library facilities for bathing, shampooing, or laundry.

Category B (Serious Library Specific Violations)

- Verbally or physically harassing other patrons, volunteers, or staff. Examples include taunting, using obscenities, using dehumanizing, demeaning, or racist language, tapping loudly on furniture, shouting for the purpose of intimidation, and shoving or pushing.
- Entering the Library or grounds during a trespass period.

Category C (Violation toward Person(s) or Property)

- Damage or theft to personal or Library property valued under \$250.
- Engaging in any behavior that would constitute a misdemeanor under applicable law.

Category D (Serious Violation toward Person(s) or Property)

- Carrying, threatening, showing, displaying, or pointing a firearm or dangerous weapon in violation of law.
- Sexually harassing patrons, volunteers, or staff. Such as, but are not limited to, repeated: sexual or objectifying remarks, physical contact, sexual innuendos, unwanted advances, making lewd statements, or attempts to obtain personal information.
- Threatening patrons, volunteers, or staff: verbally, physically, in writing, or visually (includes all forms of electronic media). Such as but not limited to: threats of violence against people or property, saying that they will “get them”, “get back at them”, “when I see you outside”, or more specific threats.
- Damage or theft to personal or Library property in facilities or on grounds valued above \$250.
- Trespassing by being in public spaces of the Library outside of Library operating hours, being in nonpublic areas, or refusing to leave Library property after being issued a Notice of Trespass.
- Offensive touching and obscene acts, such as but not limited to: displaying genitals or pornography.
- Selling or distributing controlled substances or engaging in any felony under applicable law.

Recommended for approval: Jacob Cole, Library Director

Approved by: Library Trustee Board, October 11, 2022