

Mukwonago Community Library
Public Behavior Policy
Approved June 9, 2022 - Last reviewed June 9, 2022

The purpose of this policy is to provide clear guidelines of conduct to ensure a safe, orderly, and comfortable atmosphere in the Mukwonago Community Library. Library staff and Library users share the responsibility to always maintain this atmosphere. To that end, the following guidelines define those behaviors and activities that are and are not allowed on Library property. Sections include:

- I. Library Staff Responsibilities
- II. Library User Responsibilities and Code of Conduct Guidelines
- III. Safe Child Guideline
- IV. Theft
- V. Enforcement of this Policy
- VI. Emergency Numbers

Appendix A: User Expulsion Staff Report

Appendix B: Process for Appealing Expulsion

Appendix C: Accident/Incident Report

I. Library Staff Responsibilities

- A. The Library Board has established this policy in accordance with Wis. Stat. § 43.58(2) and the Waukesha County Library Services Plan to ensure that the Library is a safe and welcoming place and provides equitable access to materials and services for all Library users.
- B. Library Staff Will:
 - i. Be an example of calm and safe behavior when representing the Library
 - ii. Provide courteous and knowledgeable assistance
 - iii. Guarantee access to Library resources
 - iv. Ensure a reasonably quiet environment
 - v. Furnish a clean and safe physical environment
 - vi. Enact appropriate and equitable intervention when users do not observe the Library Code of Conduct and other Library policies

II. Library User Responsibilities and Code of Conduct Guidelines

- A. General rules of behavior are designed to protect the rights of Library users and to outline acceptable and not acceptable behavior that applies to use of all Library property, both inside and outside. The Library reserves the right to notify legal guardians of minors, engage law enforcement, or ban Library users to ensure the safety of everyone in the building and to preserve Library materials and facilities.

B. Library Users Will:

- i. Conduct themselves properly, within the limits of the Library's rules, all applicable laws, and common sense
- ii. Interact courteously with other users and Library staff
- iii. Be mindful of their surroundings and take cell phone calls or conduct conversations in study rooms or in the foyer
- iv. Follow all Library policies and Library staff direction

C. Library Users Will NOT:

- i. Bring in food. Drinks are allowed in covered containers.
- ii. Enter without shoes, shirt, and/or appropriate attire.
- iii. Run inside the Library.
- iv. Use another person's Library account or lie to Library staff.
- v. Bring animals into the Library. Users may not leave animals unattended outside of building. Service animals are welcome.
- vi. Use or move Library furniture and fixtures for purposes other than intended.
- vii. Disturb others through disruptive behavior such as personal electronics use, soliciting, panhandling, snoring, littering, personal hygiene, and/or other disruptions.
- viii. Leave children or animals unattended in vehicles.
- ix. Enter the teen or children's areas unless they are with a child or teen or are retrieving materials for a child or teen. These areas are meant for the use and enjoyment of children and their guardians and the presence of solo adults is often uncomfortable and disruptive.
- x. Loiter at or otherwise block entrances, exits, and/or walkways.
- xi. Park bicycles at the front entrance. Bikes must be parked in the bike racks provided.
- xii. Use offensive, threatening, harassing, or abusive language and/or gestures.
- xiii. Carrying firearms or other weapons, except by authorized law enforcement agents
- xiv. Sell anything such as raffle tickets, items for personal gain or charitable causes, begging, surveying by non-Library groups, panhandling, or circulating petitions.
- xv. Vandalize, destroy, deface, steal, or otherwise abuse Library property.
- xvi. Violate federal, state, or local laws such as smoking, possessing controlled substances, public intoxication, public indecency, or acts of violence.
- xvii. Violate local ordinances such as possessing a weapon or firearm, skateboarding, or rollerblading.

III. Safe Child Guideline

The Library is not equipped—and it is not the Library's role—to provide long-or short-term childcare. The Library assumes neither responsibility nor liability for the actions, care, supervision, or safety of minors. Parents and/or legal guardians are responsible for the actions

and behaviors of minors whether they are directly supervising the minor or not. The following age restrictions provide parents and/or legal guardians guidelines on minors in the Library.

- A. Minors ages 0 to 7 – Must be accompanied by a parent or designated responsible individual aged twelve (12) or older, and be in sight of that person, while in the Library and/or while attending Library programs. This responsible individual must supervise, guide and control the behavior of their charge(s) at all times.
- B. Minors ages 8 to 11 – May visit the Library on their own and may be left alone to participate in Library programs. They are not allowed to supervise other minors.
- C. Minors ages 12 to 18 – May visit the Library on their own and may be left alone to participate in Library programs. They are allowed to supervise other minors and must supervise, guide and control the behavior of their charge(s) at all times.

IV. Theft

- A. Theft of Library Materials – Theft of Library materials is a crime. Library staff will make every effort to talk to the individual and clear up misunderstandings before assuming theft has occurred. If an individual intentionally takes and carries away, uses, conceals, or retains possession of materials belonging to the Library, the Library reserves the right to detain the individual for a reasonable amount of time until law enforcement arrives and to pursue legal action to recoup losses.
- B. Theft of Personal Belongings – Library users are responsible for their belongings at all times. In the event of theft of property from an individual, when the individual reports the theft, the Library staff should always ask the individual if they wish to file a report with the police and offer the use of a Library phone to file the report. Inform the individual that the Library cannot file the report for them.

V. Enforcement of this Policy

- A. Library users who fail to follow this policy and/or engage in conduct deemed inappropriate by Library staff are subject to removal from Library property and/or restriction of Library privileges. Library staff will follow this procedure:
 - i. Library staff will issue a verbal warning to those not following the Library rules or being continually disruptive.
 - ii. Library staff will give a second verbal warning if the behavior persists.
 - iii. If the behavior continues, Library staff will ask the user to leave the Library for the rest of the day.
 - iv. Recurring or extreme incidents could result in expulsion from the Library. Library Staff may expel a Library user immediately for up to one (1) week for serious infractions, without the first and/or second warnings. See Appendix A for “User Expulsion Staff Report.”
 - v. All expulsions will be immediately forwarded to the Library Director for review. Adjustment of the expulsion, further expulsion from using the Library for a

- period of time, or affirmation of the Library staff's decision will be made by the official ruling of the Library Director. Written notice of an expulsion from using the Library will be sent to the last known address of the violator when possible.
- vi. Library users may appeal the expulsion decision of the Library Director to the Library Board within 30 days by filling out the "Process for Appealing Expulsion" form in Appendix B and mailing it to the Library or dropping it in the outside book return. Upon receipt of the written appeal, discussion of the appeal will be scheduled on the agenda of the next regularly scheduled meeting of the Library Board. Its decision will be final.
- B. Library staff may summon law enforcement at any time for assistance with enforcing this policy.
- C. Library Staff will follow these guidelines when handling behavior issues.
- i. Be consistent and fair in enforcement.
 - ii. Maintain a calm, nonjudgmental manner when dealing with a situation.
 - iii. Explain the consequences clearly to the offending individual and the steps that will be taken if the problem persists.
 - iv. Never touch a Library user (unless it is very clearly to defend yourself).
 - v. If the behavior is determined to be illegal, Library staff are to immediately notify the police.
 - vi. If there are dangerous or illegal activities outside of the Library's jurisdiction (i.e. situation occurring on the playground equipment, the baseball field, or of illegal activity in the street), Library staff are to immediately notify the police.

VI. Emergency Numbers

Emergency Number: 911

Police Department (Non-Emergency): 262-363-6434 or ext. 1221

Fire / Ambulance Department (Non-Emergency): 262-363-6426 or ext. 3401

Department of Public Works: 262-363-6447 or ext. 7100

Mukwonago Village Hall: 262-363-6420 or ext. 2104

Appendix C

**Mukwonago Community Library
Accident / Incident Report**

Date of Accident / Incident: _____ Time it Occurred: _____ am/pm

Library Staff Name Filling out Report: _____

Description of Accident / Incident: _____

What Action was taken?

Names / Addresses / Phone Numbers of Person / Persons involved in the incident:

Names / Addresses / Phone Numbers of Person / Persons witnessing the incident:

Signature _____ Date _____

----- **LIBRARY DIRECTOR OR SUPERVISOR IN CHARGE TO COMPLETE SECTION BELOW** -----

What, in your opinion, caused the accident / incident? What, in your opinion, can be done to prevent a reoccurrence of this accident / incident again?

Signature _____ Date _____

Revision History

- September 7, 2017** Problem Behavior Procedures draft presented to the Policy Committee. Note that Problem Behavior Policy is being considered more procedural and to be titled Problem Behavior Procedures.
- October 12, 2017** Problem Behavior Procedures draft #2 presented to the Policy Committee.
- October 16, 2017** Updated Problem Behavior Procedures replace Problem Behavior Policy as motioned by the Mukwonago Community Library Board.
- June 21, 2018** Revised Section II, User Responsibilities and Code of Conduct Guidelines to include no personal bathing or laundering activities in the Library's public restroom facilities. No other changes recommended. Approved by Library Board.
- June 6, 2022** Policy updated for clarity and consistency throughout. Integrated "Theft of Materials Policy." Updated appendices to match updates in policy.