The Glenwood City Public Library Board of Trustees believes that the library should provide a positive, welcoming environment for its customers. This positive environment can best be achieved when both staff and customers maintain necessary and proper standards of conduct in order to protect one’s individual rights and the rights and privileges of other customers. For the purposes of this policy, a library “customer” is defined as anyone entering the premises upon which the library building is situated and/or within the physical plant itself known as the Glenwood City Public Library.

**Unacceptable conduct:**

Unacceptable conduct for the purposes of this policy includes, but is not limited to, the following:

 a) destruction of library property or perceived potential for such destruction;

 b) using offensive or threatening language;

 c) producing excessive noise;

 d) touching sensitive equipment such as computers in a manner considered inappropriate;

 e) violating computer and internet policies;

 f) failure to leave the building at closing time;

 g) bringing unrestrained animals into the building;

 h) unauthorized canvassing, selling, soliciting, or engaging in any other commercial activity;

 i) running and jumping;

 j) handling materials/furnishings without regard for common-sense safety considerations and without respect for people and property;

 k) loitering;

 l) entering the building without appropriate clothing, including footwear and a shirt;

 m) littering;

 n) eating or drinking near electronic equipment; and

 o) otherwise displaying illegal, disruptive, or objectionable conduct on library premises.

When a reasonable request to stop the unacceptable conduct does not result in halting such conduct, staff will ask the offending customer(s) to comply or leave the premises. Staff will use their best judgment about when to contact the police department to intervene in such cases. Staff will provide a written incident report for any case of unacceptable conduct serious enough to warrant contacting the Glenwood City Police Department and this report will be provided to both the police and the Glenwood City Public Library Board of Trustees. Such customers will not be allowed in the library building until the library board has reviewed the unacceptable conduct incident at its next regularly scheduled board meeting, with input from the police department if necessary, to consider whether the unacceptable conduct will result in future restriction from the library and from the use of library services.

Library staff will assume no responsibility for the care and supervision of children in the library except when children, age 10 and older, are attending specific library programs. All children under age 10 must be accompanied and closely supervised by a parent or designated responsible person while in the library. Children must be supervised in order to: a) ensure their safety and wellbeing, b) protect library property (including but not limited to computer equipment, furnishings, books and other library materials), and c) maintain a pleasant environment for other customers.

All children, age 10 and older, whether or not accompanied by a parent or designated responsible person, are required to display acceptable behavior while visiting the library. Staff will use their best judgment about deciding when to attempt to contact a parent of a child displaying inappropriate conduct and when it is appropriate to contact the police department.

**Disruptive children:**

Children of all ages are encouraged to use the library for homework, recreational reading, and program attendance. The library staff realizes that the library will be noisier at busy times and that children by nature can cause more commotion. However, children (whether with parents or not) who are being continually disruptive will be given a warning that he/she must settle down or will be asked to leave the library. If after a second warning the child continues to be disruptive, he/she will be asked to leave the library. If the child needs to contact a parent, they may do so and then wait with a staff person until the parent arrives.