Greenfield Public Library

Patron Behavior Policy

Under the provisions of Chapter 43 of the Wisconsin State Statutes, Section 43.52(1), the Greenfield Public Library Board of Trustees and its designated representatives may enact regulations that serve to ensure the safety of library staff and patrons, protect the collection, and maintain order in the library. While committed to providing an atmosphere that welcomes all ages to partake of the library's services, this policy attempts to provide guidelines that preserve a reasonably quiet environment and promote the safety and comfort of all individuals. Staff and library patrons share responsibilities to ensure this atmosphere is maintained at all times.

Library patrons have an obligation to interact courteously with other users and library staff, properly check out materials that leave the library, return books by the due date, keep library materials clean, unmarked and intact, follow established computer use policies and maintain a clean environment.

Noise Levels and Expectations

Patrons must use headphones or earbuds when listening to audio or viewing video content on computers, cell phones, tablets, or other electronic devices. Audio may not be played aloud through device speakers anywhere in the library, including the Active, Quiet, and Silent Areas. Headphone and earbud volume must be kept low enough that sound cannot be heard by others.

Active Area – Children's Library, Lobby and Second Floor: Normal conversation and cell phone conversations are welcome. This area is for socializing, group discussions, and activities where talking is appropriate. Voices are to be kept at a level that allows others to comfortably share the space.

Quiet Area – Reference Desk, Public Computer Area: Please keep voices low and in-person and cell phone conversations brief. This area is for reading, studying, using library computers, personal electronic devices and working quietly. Cell phones must be silenced.

Silent Area – Past public computers all the way back to the East Corner of the Library on the first floor: No talking or conversations are permitted. This area is intended for patrons who prefer a silent environment. Cell phones must be silenced and may not be used in this area. The library has sound machines running to help reduce background noise and create a quieter environment.

The following behaviors are prohibited in all library spaces, including inside the library, on library grounds, in the Children's Garden, and during phone or electronic interactions:

- Illegal activities
- Misrepresenting one's identity and/or eligibility for services, including using false identification to obtain a library card
- Possessing, being under the influence, and/or using alcoholic beverages, drugs, or other regulated illegal substances
- Smoking, chewing, or using other tobacco products, including the use of e-cigarettes, vape pens, and other related devices
- Entering with concealed or openly visible firearms, knives, or other dangerous weapons, except for those carried by authorized law enforcement agents

- Loitering, blocking, or interfering with free passage – using one's body or with backpacks, bicycles, skateboards, or scooters
- Soliciting, interviewing, canvassing, or surveying
- Behaving in a disorderly, abusive, boisterous or loud manner
- Harassing, fighting, bullying, threatening, physically harming, or interfering with staff, volunteers, or library patrons
- Sleeping or napping
- Remaining in the library after closing time is not permitted, except for pre-scheduled meetings or programs in the community room. Patrons are expected to leave the library promptly at closing.
- Violating computer use policies.
- Damaging, defacing, destroying, and/or stealing library property or equipment.
- Entering without shoes, pants, and/or shirt and any other manner of dress resulting in indecent exposure
- Skateboarding, rollerblading, bicycling on library walkways, sidewalks and in parking areas
- Throwing of any object.
- Bringing animals or vehicles into the library, except as required by persons with special needs as defined by the Americans with Disabilities Act and as part of library-sponsored programs. Pets, comfort animals, and emotional support animals are not allowed inside the building
- Creating a disruptive atmosphere by allowing unruly children to go unsupervised by the caregiver
- Entering staff areas without permission
- Engaging in activities not associated with library use in the building or on library grounds
- Personal hygiene issues that interfere with the comfort of others or disrupt patrons' or staff's ability to use and enjoy the library facility
- Improper use of the furniture, including but not limited to sitting on tables, the top of shelves, and the backs or arms of chairs and sofas.
- Tampering with light switches
- Consuming food in the library in any area other than staff areas, the Community Room or the Conference Room
- Soft drinks and water must be in covered containers
- Taking library materials into restrooms
- Photographing and/or videotaping of staff, volunteers, and patrons without permission is prohibited

RULES FOR THE SAFETY OF YOUTH

The Greenfield Public Library welcomes children of all ages and reminds caregivers the public library is a public building. As such, anybody can come into it, law-abiding or otherwise. Parents/caregivers are responsible for their children's safety and behavior while in the library, whether the parent/caregiver is present or not. Library staff cannot function as caregivers or babysitters. The library is neither equipped nor is it the role to provide long or short-term childcare.

The library assumes neither responsibility nor liability for the actions, care, supervision, or safety of minors. For the safety and comfort of children, a responsible adult or an older responsible individual shall accompany children under age 12 when they are using the library. This responsible individual shall supervise, guide, and control the behavior of their charge or charges at all times. Patrons are responsible for the behavior and supervision of children in their care while at the library and shall be liable for any damage caused by the aforementioned children.

When a child is unattended or under-attended/ignored and:

- The behavior of the children is in violation of library rules or policy
- The child appears to be a danger to herself or himself or others
- The child appears to be threatened by others
- The child appears to be ill or upset
- The child has not been met by a parent or caregiver at closing

Library staff shall attempt to contact the parent or guardian of the child. In the event that the parent or guardian cannot be located, staff will contact the Greenfield Police Department non-emergency line. In the event of an emergency, staff will call 911.

School aged youth shall be accompanied by a parent, guardian, or school official when in the library during school hours.

Staff may restrict adult use of the children's library and computers.

DISCIPLINARY PROCESS FOR VIOLATION OF LIBRARY POLICIES

A. INCIDENT REPORTS:

Library Staff shall record a violation of the Library Patron Policy in writing or electronically. An Incident Report shall be written and forwarded to the Library Director, or the Director's designee, for logging and review. The report shall be as detailed as possible and may include physical descriptions in addition to the name of the patron and the patron's Library card number (if applicable). A copy of a suspension of privileges notice should be attached, if applicable.

B. SUSPENSIONS:

Library users violating this policy may be asked to cease the violation with a verbal warning. If the patron does not respond or comply with the request, they may be asked to leave the building for the remainder of the day. If necessary, police may be called to assist or intervene. If the conduct constitutes a violation of law, arrest or criminal prosecution may ensue.

The Director, or the Director's designee, may limit or revoke the patron's Library privileges based on the nature of the infraction. Subsequent violations may further limit or revoke the patron's Library privileges in escalating responses, up to and including a permanent ban. The length of the suspension may depend on the nature of the infraction. Patrons will be notified by U.S mail. A copy of the letter, and if necessary, a report will be filed with the Greenfield Police Department.

C. RIGHT OF APPEAL:

Patrons may appeal any decision in writing to the Library Board of Trustees within 3 days of the date of receipt of the notification letter. The appeal shall state why Library privileges should be restored. The Library Board of Trustees President, in consultation with the Library Board of Trustees, will respond to the appeal within 10 days of the date of the Library Board's next regular meeting. Until such time as the matter has been reviewed, modified or be reversed on appeal by the Library Board, the individual shall not use the library.

The decision of the Library Board of Trustees is final.

D. REINSTATEMENT:

The patron whose privileges have been limited or revoked may be asked to attend a meeting with the Director, or the Director's designee, to review the Library Patron Behavior Policy before their privileges are reinstated.