

# MARSHALL COMMUNITY LIBRARY

## CONDUCT POLICY

Approved by the Library Board 9-15-25



- I. Purpose
- II. Patron Responsibilities and Conduct
- III. Public Behavior Policies
- IV. Loss of Library Privileges and Appeal Process

### **I. Purpose**

- A.** The Marshall Community Library Board of Trustees is committed to ensuring that library facilities are safe, welcoming, and provide equitable access to materials and services for all library users. Under the provisions of Chapter 43 of the Wisconsin State Statutes, Section 43.52 (1) and (2), and Marshall Village Ordinance 11-2-8, the Board of Trustees may enact regulations that serve to ensure the safety of all library staff and patrons, protect the collection, and maintain order in the library.
- B.** Questions regarding the interpretation of these guidelines will be referred to the Library Director and/or the Library Board.

### **II. Patron Responsibilities and Conduct**

In order to keep the library a safe and welcoming place for all, patrons must maintain necessary and proper standards of behavior while using the library. Patrons are expected to:

#### **A. Respect others**

- 1. Keep conversations, cell phones, and all electronic equipment (computers, music players, etc.) at a low volume that does not disturb others.
- 2. Respect other patrons' privacy and their right to use the library.
- 3. Use appropriate language.
- 4. Follow all town ordinances and state and federal law.
- 5. Do not expose other patrons or staff to explicit images or information.
- 6. Do not threaten, bully, or harass library staff, volunteers, or patrons.

#### **B. Respect the library and library property**

- 1. Respect the library facility, materials, furniture, and equipment.
- 2. Do not knowingly enter non-public areas of library facilities without authorization.
- 3. Keep food and beverages contained.
- 4. Clean up after yourself.

5. Do not intentionally or knowingly remove Library property without permission or prior authorization.

**C. Maintain a safe and healthy environment**

1. Be fully clothed and wear shoes.
2. The Library's restrooms may not be used for bathing or shaving.
3. Keep pets out of the library. (Trained service animals are welcome.)
4. Supervise children under the age of seven.
5. Do not use or consume tobacco products, electronic cigarettes, alcohol, or any other controlled substances in the library.
6. Do not visit the library under the influence of alcohol or drugs.
7. Do not carry concealed or openly carried firearms or any other weapons.
8. Engaging in any sexual contact, activities, or conduct as defined under Sections 944.21(2)(e) and 939.22(34) of the Wisconsin State Statutes.
9. Follow any additional health and safety recommendations posted by the library during public health emergencies. These recommendations shall be based on information from local, state, and federal health officials.

**D. Follow all instructions from library staff members and volunteers**

**III. Public Behavior Policies**

**A. Young children:** The Marshall Community Library encourages visits by young children, and it is our desire to make their visit both memorable and enjoyable. Library staff do not assume the responsibility for the care of unsupervised children in the library. All children under the age of seven (7) must be accompanied by a parent or designated responsible person while in the library. If the young child is attending a library program, a parent or responsible person must remain in the library throughout the program. Parents, whether present or absent, are ultimately responsible for the behavior of their child. If it is determined by the library staff that a child is lost or left unattended, a staff member will attempt to identify and locate the parent/responsible guardian. If a parent/responsible guardian cannot be found, the child will be remanded to the care of the Marshall Police Department.

**B. Disruptive Children:** Children of all ages are encouraged to use the library. The library staff realizes that the library will be noisier at times and that children by nature can cause commotion. However, children (and parent/guardian if on the premises) who are being continually disruptive will be given a warning that they must modify their behavior or will be asked to leave the library. If after a second warning a child continues to be disruptive, they will be asked to leave the library. If the child needs to contact a parent, they may do so and then wait in the hallway until the parent arrives.

- C. Animals:** In order to promote the general health and safety of the public and library staff, animals are not allowed in the library unless they are service animals or are part of a library program.

Service animals are welcome in the library provided they remain under the control of the handler through the use of a harness or leash, voice or signal command, or other effective means to maintain control. If a service animal is no longer under control and the handler does not take effective action, staff members may request that the animal be removed from the premises.

- D. Cell phone usage:** The Marshall Community Library recognizes that the use of cell phones can be a vital component of communication and information gathering. For this reason, cell phone use that does not disrupt staff members or other library patrons is permitted in the library. The library also recognizes that ringing phones and loud conversations can become a distraction for other library users. We ask that cell phone users be courteous to their fellow patrons when using any device within the library. Patrons should consider whether to:
1. Turn off cell phones or set to a silent mode while in the library.
  2. If it is necessary to receive a call while in the library, please do so as quietly and briefly as possible.
  3. If it is necessary to have an extended call while at the library, please do so outside or in the entryway lobby.
- E. Library telephone use:** The Library's phones are not for public use unless there is an emergency requiring 911 assistance. Exceptions may be made for children contacting a parent or guardian for a ride home or for a medical emergency.
- F. Concealed or openly carried weapons:** In order to promote a safe environment for staff and for patrons of all ages, the Marshall Community Library prohibits the possession, sale, distribution, display, or use of any dangerous weapon as defined in Wis. Stat. §939.22(10) on library premises or the use or threat of use of any other object in such a manner that it may be considered a weapon.
- G. Bicycles, Scooters, Skates, etc.:** Bicycles must be parked in a bike rack when available. Bicycles are not permitted inside the Library, including the entryways. Recreational wheeled vehicles are not permitted in the Library or its entryways. Wagons and strollers may not be left obstructing a corridor, hallway, aisle, entry, or exit.
- H. Hygiene/Odor:** Individuals whose bodily hygiene, or use of fragrances, is sufficiently offensive to constitute a nuisance to other persons shall be required to leave the building.
- I. Sleeping and Napping** are not allowed in the Library. The Library's furniture is not to be used for sleeping or napping.

#### **IV. Loss of Library Privileges and Appeal Process**

- A.** It is the patron's responsibility to maintain proper conduct in order to protect their individual rights and the rights and privileges of other patrons and staff.
- B.** If a patron engages in inappropriate conduct, Library staff may instruct the patron(s) to alter their conduct. Failure to alter inappropriate behavior after being warned will result in the individual(s) being told to leave. If the patron refuses to leave or threatens library staff, the police department will be contacted.
- C.** A brief written report of any incident involving theft, vandalism, illegal activity, or major disruptive behavior will be filed with the Library Director as soon as possible after its occurrence.
- D.** The Library Director, acting on behalf of the Library Board, may suspend the library privileges of any individual who willfully violates library policies when the severity, recurrence, or disregard warrants such action. The person whose library privileges are suspended shall be notified in writing or email of the suspension and the reason(s) for the action. The offending person who enters or remains on the library premises during the period of suspension will be considered to be trespassing and subject to the law.
- E.** If any individual wishes to appeal a loss of privileges, the individual may file a written appeal to be considered at the next scheduled Library Board meeting.
- F.** After consideration of the appeal, the Library Board shall issue a written decision on the matter. The Library Board shall have the option to affirm or reverse the written determination or to return the issue to the Director and/or staff for reconsideration.
- G.** During the time frame of suspension as determined by the board, the patron must refrain from any contact with the library staff, either in person, via telephone, social media, or email. Failure to comply will result in additional suspension time. At a minimum 6 months (or a time as deemed necessary by the library board) from the end date of the first suspension will be added. The patron will be notified of this action via USPS mail, or email.