

Code of Conduct in the Library

The Urbandale Public Library is a public institution dedicated to the purposes of education, recreation, and research. In order to maintain a suitable environment for these purposes, the Board of Trustees of the Urbandale Public Library has adopted this policy governing the use of the library.

Section 392 of the Code of Iowa, subsection 392.5 and Chapter 22.05.8 of the Urbandale Municipal Code delegates to the Urbandale Public Library Board of Trustees the right to establish the following rules and regulations of conduct for public use of the library and to prohibit certain kinds of conduct within the library.

These guidelines are for the comfort and protection of all patrons using library materials and services. They will be courteously, but firmly, enforced by the library staff. We appreciate your cooperation in maintaining a pleasant atmosphere, conducive to the effective use of library materials and services.

Guidelines for Appropriate Behavior

Patrons are expected to act in a respectful manner in dealing with library staff, other library patrons and when using library facilities, equipment, and materials. We expect all patrons to adhere to the following guidelines:

1. Cellular phone usage is prohibited. Please turn your phone off when entering the library.
2. Patrons may not distribute any printed material, campaign, petition, interview, take a survey, solicit and/or sell inside or outside on library property, unless authorized and scheduled in advance by the Library Director or his/her designee.
3. Patrons may not take pictures or use a recording device unless authorized by library personnel.
4. Loud conversations or noises of any type can be very disruptive to a quiet library environment. Patrons are asked to keep their voices low and are not permitted to use equipment in the library that emits loud noises.
5. Patrons may not bring animals into the library except service animals that assist persons with disabilities or as allowed at library approved events.
6. Animals, bicycles, or personal items should not be left in the vestibule or outside entrances and walkways.
7. The library is not responsible for items left unattended. Please do not leave any of your belongings unattended in any area of the library.
8. Patrons must respect areas marked "Staff Only" and doors marked "Emergency Exit Only."
9. Covered drinks are permitted throughout the building, with the exception of alcoholic beverages. Food is permitted in the café area, in areas outside the library building, and in the meeting rooms when arrangements have been made. Food is not permitted in any other area inside the library building.
10. Patrons should dress appropriately when using the library. Please remember to wear both shirt and shoes at all times when in the library building. Wearing only a bathing suit into the library is not permitted.
11. Please help us to keep our facility clean by putting trash into waste baskets and alerting staff to any spilled liquids or other maintenance issues.

12. Patrons cannot bring weapons, firearms, or explosive devices into the library.
13. Patrons must respect the library's posted hours of operation and leave the building promptly at closing time, unless they are attending a program or meeting that is scheduled after closing.
14. Library patrons are not allowed to engage in any illegal or obscene behavior at the library. If we suspect that a patron is performing an illegal act, the police may be called.
15. If at any time a patron is engaging in behavior that is disruptive to the library environment, interferes with another patron's ability to use or enjoy the facility, or damages library property, library staff may ask the patron to cease this behavior or leave the library.
16. Patrons should treat library staff respectfully and comply with requests made by library staff. Any behavior perceived by staff to be hostile, threatening, harassing or potentially violent may result in immediate removal of a patron from library, being banned permanently from the library or summoning authorities. Our staff members are tasked with keeping the library a safe and pleasant environment for everyone, and we appreciate our patrons' help in achieving this goal.

Enforcement of Guidelines

Enforcement of these guidelines for patrons who are nine years old and older may take the form of any of the following actions, depending on the severity of the behavior as determined by the staff on duty at the time:

In the case of a minor disruption the patron receives two warnings. At the third offense, whether or not it occurs on the same day, the patron must leave the library for the rest of the day. Patrons causing disruption on repeated visits will be warned by library staff that they will not be allowed to enter the building if the behavior continues. If a correction is not made, they will be barred from the library for one month. If, when their library privileges are reinstated, the disturbance continues, they will be banned from the library for one year and may be charged with trespassing.

In the case of any misconduct that, in the judgment of a staff member, is extreme, the patron may be ordered to leave the building immediately, or the police may be called, depending on the circumstances. Whenever possible, two staff members, including the staff member in charge, should agree that conduct merits the drastic action of expulsion or police notification without warning.

If the patron is under nine years of age, a staff member will issue two warnings to the child and then inform the parent/caretaker that the child is behaving in a disruptive manner. If the parent/caretaker refuses or is unable to control the child, both patrons will be asked to leave. If not in the building, the child's parent/caretaker will be located and notified. The library's "Unattended Children and/or Disruptive Behavior Policy" will be explained if pertinent. If the parent/caretaker has not been located within an hour, is uncooperative, or if the library is closing, the police may be called to assume responsibility for the child. Children may be banned from the library for repeated or extreme poor behavior.

Patrons who have been banned from the library by staff for any reason, have a right to appeal that decision to the Urbandale Library Board of Trustees, by filing a written request with the Director of the Library. The Board shall consider any such appeal at its next regular meeting of the Board. The Board may confirm, deny, or modify the decision of the staff. No appeal of the Board's decision is allowed.

Exceptions to the above enforcement guidelines may be authorized by the Library Director and/or his/her designee.

Approved Urbandale Public Library Board of Trustees - 8/22/2011.