

# Carter Lake Public Library

## Patron Code of Conduct

The Patron Code of Conduct establishes behaviors to ensure patrons and staff a safe and positive library environment. The Carter Lake Library is not just a place for quiet reading; it functions as a dynamic Third Space where community engagement and interaction are central. Unlike traditional libraries that emphasize silence, our library thrives on being a hub of activity where patrons gather, collaborate, and discuss various topics. This lively environment fosters a sense of community and encourages vibrant conversations, making it a place where noise and bustling energy are part of the daily experience. Whether it's group study sessions, community meetings, or informal chats, the Carter Lake Library embraces the noise as a sign of its role as a social and collaborative space.

Patrons who do not adhere to the behaviors outlined below are subject to being asked to leave or issued a temporary ban. Three warnings will be issued, after the third warning the patron will be asked to leave. An exception to the three-warning rule is the use of racial slurs, insults, and violence. These behaviors will only receive one warning before being asked to leave. If the behavior continues throughout three days patrons may be issued a two-week ban. They will be asked to sign a form issued by library staff explaining why they were issued the ban, when it was issued, and when they will be allowed to return to the library. Staff members will keep a copy of this form in a folder with the patron's information and an explanation of why they were banned.

### **Expectations of individuals entering the library:**

- Children 9 and younger should be supervised by someone 12 and older.
- Patrons are to monitor their belongings. Staff members won't watch items nor are they responsible for them.
- Individuals should be courteous and respectful to other patrons and library staff.
- Patrons should respect library materials and other items like electronics, toys, games, furniture, equipment, and supplies.
- Patrons should use appropriate language since this is a public space.
- Cell phone calls should be limited, and patrons should find a secluded area to take calls, when possible.
- Patrons should come into the library fully clothed, including shirts and shoes.
- Recognized service animals are welcome.
- Patrons who are under the influence of drugs or alcohol will be asked to leave.
- Patrons who are acting belligerent, disruptive, or harmful to them self or others will be asked to leave. Depending on the actions performed, law enforcement may be called for the safety of patrons and library staff.
- Library spaces should not be used for bathing, social media filming, or drug/ alcohol use.
- For safety reasons, patrons should avoid sleeping or loitering in the library. This is to make sure the individual is not under the influence or ill. See the **Loitering Policy**.
- Food and drink, with the exception of water in a container with a lid, are not permitted in the library unless provided by staff for a program. If food is provided it must be eaten at designated tables. Staff should be notified of any spills or messes that need to be cleaned. Patrons are permitted to eat outside on the benches if the trash is taken care of.
- Individuals should not carry items viewed as threatening by the public.

- Patrons **CAN** bring in baby strollers into the library.
- Patrons are **NOT** permitted to bring large pieces of luggage, trash bags, multiple large backpacks, or carts full of items.

**Expectations of individuals on library grounds:**

- Leave bikes on the bike rack. Sporting equipment should be left outside.
- Selling or soliciting is not permitted.
- Littering is not allowed. Trash should be placed in a trash can.
- Smoking is not permitted anywhere on library grounds, including the parking lot, green space, benches, or near doors.
- Sleeping outside on the library grounds is not permitted.
- Questionable behavior that may create an unsafe or uncomfortable environment such as, but not limited to, prolonged singing and dancing, yelling at oneself or other people passing by, public intoxication, public urination, defecating, or removing of one's clothes down to undergarments or nudity, is not permitted and may result in law enforcement being contacted.

Patron Code of Conduct  
Adopted November 2016  
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