**PATRON CODE OF CONDUCT**

- In order to insure constructive use of Library facilities, materials, and services, as well as the personal comfort of all patrons, the Board of Trustees of the Highland Public Library, has established the following rules for use:

1. Patrons shall be engaged in activities associated with the use of a public library while in the building.
2. All members of the public will conduct themselves so that they will not interfere, by their actions or speech, with the legitimate rights of other library users. Reasonable quiet is expected.
3. Any form of harassment directed at library customers or personnel will not be tolerated.
4. Any behavior that is disruptive to library use and service is prohibited. Conduct considered improper in the library includes but is not limited to: Public disturbance; offensive or abusive language; offensive body odor, sleeping; loitering or soliciting; using, possessing or being under the influence of alcohol, narcotics or hallucinogenic drugs. Misconduct such as the use of foul or threatening language and gestures, public drunkenness, drug usage, sale or exchange of alcohol or drugs, fighting, and other offensive behavior will result in expulsion from the building and suspension of library privileges.
5. Smoking is not permitted within 100 feet of library.
6. Only service animals are permitted in the building.
7. Patrons shall not be permitted to enter the building without footwear or without a shirt or other covering of their upper bodies.
8. Patrons are encouraged to report disruptive individuals to the staff.
9. Library materials must be returned on time and in good condition. Overdue materials deprive others in need of those materials.
10. A library patron who deliberately alters a library computer database or destroys computer equipment will forfeit all library privileges and will be subject to financial liability for damages.
11. Willful destruction or stealing of library property and/or materials is illegal and perpetrators will be arrested. Library privileges will be forfeited and patron will be subject to financial liability for damages.

Patron concerns should be brought to the attention of the Library Director.

**Suspension of Library Privileges**

The staff may suspend the Library privileges of a patron, including access to activities, services, or facilities, without prior approval of the associate director if the situation is a serious offense and constitutes a violation of Highland Public Library policies. Examples of serious offenses include but are not limited to: verbal abuse, violence, threatening behaviors, sexual harassment, vandalism, drug sale or use or attempted drug sale or use, intoxication, theft or attempted theft, physical harassment, sexual misconduct, or any behaviors that threaten the safety and security of staff and/or patrons. The staff member shall call the Police Department rather than place themselves, other staff members, or patrons in a threatening situation.

- The staff member may issue an immediate suspension order by requesting that the offending person leave the Library immediately. If the person refuses to leave Library premises, the Police Department should be called at the non-emergency number 691-6102. Call 911 if situation becomes threatening.
- For offenses that do not require immediate suspension of privileges, the offending patron will be issued a warning.
- Length of suspension will be based on the seriousness of the infraction.
- An Incident report shall be written immediately and given to the Library Director for logging and review. Incident reports shall be written for all suspension orders, verbal actions.

**Right of Appeal**

A patron with suspended privileges may appeal a suspension in writing to the Library Director within 14 days of the date of the suspension. The patron must state clearly why he/she believes that his/her privileges should be restored.

The Library Director will respond to the appeal in writing within 14 days of the date the appeal was received.

The decision of the Library Director is final.

Approved 6/2008; amended June 2018