

Patron Behavior

Approved November 2019, Revised November 2020

Liberty Lake Municipal Library (LLML) established the following expectations for patron behavior to provide a safe and welcoming environment for library users and staff and protect the library's materials, equipment and property. All patrons are expected to follow the Patron Behavior Policy.

When using the library patrons may expect to:

- Receive fair, courteous, and equitable treatment
- Ask library staff for help
- Provide LLML with suggestions about how to improve library services, collections, and facilities
- Contact library staff with concerns

When using the library patrons are expected to:

- Respect established city and library policies and procedures.
- Respect the rights and privacy of other library patrons and staff.
- Avoid disruptive behaviors that endanger the perpetrator or others, interfere with the library business of other patrons or staff, or is illegal.
- Set cell phones to silent or vibrate and use in a manner that is not disruptive to others.
- Ask permission of others before taking photos.
- Be responsible for the safety, well-being and conduct of children or other dependents in your charge.
- Beverages should be in securely covered containers.
- Safeguard personal belongings. The library is not responsible for items that are lost, stolen or damaged in the library or on library grounds.
- Be respectful of library property.
- Comply with directions from library staff.
- Comply with all federal, state, and local laws.

The following disruptive behaviors are prohibited at the library:

1. Engaging in or attempting to engage in any activity that would be a violation of any federal, state or local criminal law, statute or ordinance.
2. Engaging in disruptive behavior related to a pandemic or health emergency. This includes but is not limited to:
 - a. Refusing to wear a face mask if mandated by federal, state, or local authorities, and if over the age of 2.
 - b. Wearing a face mask incorrectly (e.g. not covering the nose and mouth) if face masks are mandated by federal, state, or local authorities.
 - c. Intentionally removing a face mask to cough, sneeze, or otherwise spread germs, if face masks are mandated by federal, state or local authorities.
 - d. Deliberately taking actions to contaminate LLML materials or facilities, such as intentionally sneezing or coughing on materials.
 - e. Engaging in altercations with staff or other patrons about the need to comply with mask directives or other health directives.

- f. Refusing to follow social distancing guidelines indicated by signage; infringing on others' personal space.
 - g. Refusing to vacate or refusing to wait to enter the premises as requested by staff to comply with building occupancy requirements.
- 3. Possessing, selling, distributing, consuming or being impaired by or under the influence of a controlled substance or alcohol.
- 4. Brandishing a weapon.
- 5. Assaulting staff or library patrons.
- 6. Refusing to comply with the direction of a library staff member.
- 7. Violating US copyright laws or the Library Internet Use Policy.
- 8. Using profane, obscene, harassing, hostile, or abusive language, including epithets directed at race, ethnicity, sexual orientation, gender identity, or other personal characteristics.
- 9. Engaging in threatening or harassing behavior (verbal, physical or sexual) that creates a hostile environment.
- 10. Engaging in loud, disruptive, destructive, or unsafe behavior that interferes with others' use of the library or with the ability of staff to perform their job duties.
- 11. Consuming tobacco products or e-cigarettes in the library or within 25 feet of any entrance or open window.
- 12. Destroying, damaging or defacing library facilities, materials, equipment or software.
- 13. Using audible devices without headphones or using headphones set at a volume that disturbs others. Using communication devices like cell phones in a manner that disturbs others.
- 14. Eating any food (unless provided at a library event) or drinking beverages in uncovered containers.
- 15. Bringing animals into the library other than trained service animals (only dogs and miniature horses per RCW 49.60.214) and those allowed during special library programs.
- 16. Using another person's library account without their permission.
- 17. Dressing inappropriately (i.e. not wearing shoes or a shirt).
- 18. Discomfiting others due to offensive body odor.
- 19. Improper use of the library (i.e. sleeping, bathing in restroom, excessive belongings) or otherwise interfering with others' access to the library.
- 20. Soliciting or posting notices in the library without prior permission from library staff.
- 21. Using professional photographic equipment without prior permission from Library Director.

Enforcement of the Patron Behavior Policy

Library staff will intervene to stop prohibited activities and behaviors. All library staff are expected to apply library policy in a fair, reasonable and positive manner.

Any person engaging in prohibited behaviors will be directed to leave the library with or without warning depending on the nature of the offense. If the person refuses to leave, local law enforcement officials will be called. Repeat violations will result in longer trespass and suspension of library privileges, for a length of time to be determined by the Library Director.

Any person engaged in illegal behavior may be immediately trespassed from LLML and library privileges suspended without prior warning and the incident will be reported to the appropriate law enforcement agency.

Right of Appeal

Any patron whose library privileges have been suspended is entitled to appeal that suspension to the Library Board. The appeal shall consist of a written request to the Library Board to reconsider the decision of the Library Director and present evidence regarding the factual basis for the exclusion. The request must be submitted within seven (7) days of notice of suspension.

To hear the appeal, the full Board, the Library Director, and a City representative will convene to hear the patron. The Board will uphold the decision of the Library Director if there is reasonable evidence that the incident occurred and that the decision was not arbitrary and capricious under the circumstances.

The decision of the Library Board may be appealed to the Liberty Lake City Council.