



PATRON CODE OF CONDUCT

PURPOSE

Anchorage Public Library welcomes every member of the community to use and enjoy our libraries. To ensure that all visitors have a safe and enjoyable experience, we have the following expectations.

All people using Library services are entitled to:

- Use Library resources and services without discrimination
- Receive friendly and respectful service
- Expect free and equal access to information
- Enjoy a clean and safe environment
- Make proper use of the library and its resources without interference

POLICY

All patrons are expected to follow this Patron Code of Conduct. It applies to every location everywhere the Library provides service: on Library property, at outreach events, and through communications (website, social media, phone, chat, and email). Parents, guardians, and babysitters are responsible for their child's personal safety and behavior. Caregivers are responsible for the dependent adults in their care.

Library patrons are expected to:

- Be safe
- Be respectful of other patrons and Library staff
- Be respectful of Library property
- Follow the directions given by Library staff
- Obey the law

The Library Code of Conduct is divided into four categories:

Category	Description	Consequence
A	Disrupts other patrons' ability to use the Library and staff's ability to serve patrons	Not allowed to use the Library for one day
B	Serious Library-specific violations	Not allowed to use the Library for one week
C	Violations toward people or property	Not allowed to use the Library for one month
D	Severe violations toward people and property	Not allowed to use the Library for up to two years

See Category descriptions for example violations.

Library staff will engage with patrons who violate this Code of Conduct. Failure to follow APL policy and staff directions could result in restriction of Library privileges, immediate removal from the premises, trespass from the Library for a period of one day to two years, or in arrest and prosecution for violations of criminal law. Restrictions apply to all libraries within our system.

Patrons who have had their privileges restricted must contact the Library Community Resource team to discuss the violation and future expectations before returning to use the Library. They will also be asked to sign an agreement to adhere to the Code of Conduct.

Individuals with disabilities may request reasonable assistance by calling (907) 343-2975 or emailing askalibrarian@muni.org. If a customer questions a trespass, they should appeal the action by writing the Library Director. The Library Director will provide a written response within 14 days. The Library Director's written decision may be appealed to the Library Board at the next Library Board meeting following the Director's written response. This written appeal will be responded to within 14 days by the Library Board Chair. Patrons can be put in touch with the Library Director and the Board Chair by calling (907) 343-2975 or emailing askalibrarian@muni.org

Category A: (Disrupts other patrons' ability to use the Library and staff's ability to serve)

- Failure to follow local or state emergency public health orders when activated e.g. wearing masks, social distancing, and capacity.
- Loud disruptive behavior.
- Unattended items, or items that disrupt other patrons' ability to use the Library and staff's ability to serve, blocking exits or violating fire code.
- Bringing bicycles, shopping carts, or other large wheeled conveyances inside Library buildings. Wheelchairs, strollers, and mobility devices are only permitted if being used as transportation for, or as a mobility device by, an adult or child. Skates, skateboards, collapsible scooters, hover boards, and other similar devices must be carried while on Library property. Bicycles should be stored in designated bicycle racks.
- Entering the Library without wearing shoes and garments that cover the upper torso of their bodies. Patrons may not remove shoes or garments covering their upper torso while in the Library.
- Bringing any animal into Library facilities, except for service animals that are individually trained to do work or perform tasks for an individual with a disability in compliance with ADA (Americans with Disabilities Act) regulations. Animals that are part of a Library program may be allowed in Library facilities with the consent of Library staff.
- Children under the age of 8 may not be at the Library unless they are actively supervised by a responsible person age 14 or older. Children between the age of 8 and 13 may be at the Library unattended if they are able to understand and comply with the patron code of conduct and Library personnel directions. Youth age 14 and older may be at the Library unattended or act as the supervisor for younger children if they can understand and comply with the Library code of conduct, Library personnel directions, and ensure that younger children follow those as well.
- Improperly supervising dependent adults in care.
- Eating, drinking, or displaying open food or liquid containers in the Library facilities outside of designated snack areas.
- Sleeping (or the appearance of) that impedes others from using Library spaces or resources.
- Inappropriate use of Library grounds including littering, moving furniture without staff permission, soliciting or distributing materials without staff approval.
- Smoking, vaping, chewing, or other tobacco and cannabis use on Library property.
- Body odor or lack of hygiene or other personal odors that unreasonably interferes with others' ability to use the Library and staff's ability to serve.
- Breaking rules in the *APL Computer and Internet Use* policy.
- Possess, use, or be under the influence of alcohol or a controlled substance.
- Using the restrooms or other Library facilities for bathing, shampooing, or laundry.

Category B (Serious Library Specific Violations)

- Verbally or physically harassing other patrons, volunteers, or staff. Such as taunting, using obscenities, using dehumanizing, demeaning, or racist language, tapping loudly on furniture, shouting for the purpose of intimidation, shoving or pushing someone out the way.
- Entering a Library facility or grounds during a trespass period.

Category C (Violation Toward Person(s) or Property)

- Damage or theft to personal or Library property valued under \$250.
- Engaging in any behavior that would constitute a misdemeanor under applicable law.

Category D (Serious Violation Toward Person(s) or Property)

- Carrying, threatening, showing, displaying, or pointing a firearm or dangerous weapon in violation of law.
- Sexually harassing patrons, volunteers, or staff. Such as repeated: sexual or objectifying remarks, sexual innuendos, unwanted advances, making lewd statements, or attempts to obtain personal information.
- Threatening patrons, volunteers, or staff: verbally, physically, in writing, or visually (includes all forms of electronic media). Such as but not limited to: threats of violence against people or property, saying that they will “get them”, “get back at them”, “when I see you outside”, or more specific threats.
- Damage or theft to personal or Library property in facilities or on grounds valued above \$250.
- Trespassing by being in public spaces of the Library outside of Library operating hours, being in nonpublic areas, or refusing to leave Library property after being issued a Notice of Trespass.
- Offensive touching and obscene acts, such as but not limited to: displaying genitals or pornography.
- Selling or distributing controlled substances or engaging in any felony under applicable law.

Recommended for approval: Mary Jo Torgeson, Library Director

Approved by: Library Advisory Board, April 21, 2021