



## CODE OF CONDUCT

Library P&P No: (X-Y)	Effective Date: (MM/DD/YYYY)
Supersedes P&P No.: (Z-A)	Previous version dated: (4/21/2021)
Final approval by:	

## PURPOSE

Anchorage Public Library (APL) 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 at which the Library provides service, including but not limited to on Library property, at outreach events, and through communications (website, social media, phone, chat, and email). Parents, guardians, and caregivers are responsible for the children or dependents in their care. Children under the age of 8 must be actively supervised by a responsible person age 14 or older.

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
- Comply with Library policies and obey the law

Individuals with disabilities may request reasonable assistance by calling (907) 343-2975 or emailing [askalibrarian@anchorageak.gov](mailto:askalibrarian@anchorageak.gov).

The Library Code of Conduct is divided into three sections:

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 up to two days.
B	Serious Library-specific violations and violations towards people or property.	Not allowed to use the library between one week and one year.
C	Severe violations towards people or property.	Not allowed to use the library for up to two years.

Library Staff will engage with patrons, in cooperation with Security, to warn patrons when appropriate and/or remove any individual who violates 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 arrest and prosecution for violation of criminal law. The same or similar violations within one year may result in increased consequences for the same or similar violation. Restrictions apply to all Library locations and services within our system. If a patron wishes to appeal a trespass, they should appeal the action by writing to the Library Director. The Library Director will provide a written response within 14 business days.

**Category A: Disrupts other patrons' ability to use the Library and Staff's ability to serve patrons.**

1. Failure to follow local or state emergency orders when activated.
2. Loud disruptive behavior.
3. 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.
4. Bringing bicycles, shopping carts, or other large, wheeled conveyances inside library buildings.
  - a. Wheelchairs, strollers, and mobility devices are only permitted if being used as transportation for, or as a mobility device by, an adult or child.
  - b. Skates, skateboards, sleds, scooters, hoverboards, and other similar devices must be carried while on library property. Bicycles should be stored in designated bicycle racks.
5. Failure to wear footwear or clothing covering both your upper and lower torso.
6. Bringing any animal into library facilities, except for service animals that are trained to do work or perform tasks for an individual with a disability in compliance with ADA (Americans with Disabilities Act) regulations.
7. Failing to supervise dependent adults and children in care.
8. Eating, drinking, or displaying open food or liquid containers in the library facilities outside of designated snack areas.
9. Sleeping, or the appearance of sleeping.
10. Inappropriate use of Library grounds including littering, moving furniture without Staff permission, soliciting, or distributing materials without Staff approval.

11. Smoking, vaping, chewing, or other tobacco and cannabis use in accordance with Municipal code and State Law
12. Rolling or preparation of tobacco or cannabis.
13. Body odor, lack of hygiene, or other odors that unreasonably interfere with others' ability to use the Library and/or Staff's ability to serve others.
14. Spitting or expelling bodily fluids outside of toilets, urinals, or sinks.
15. Possession, use, or under the influence of alcohol or controlled substances.
16. Using the restrooms or other Library facilities for bathing, shampooing, or laundry.
17. Breaking rules in the *APL Computer and Internet Use Policy*.

**Category B: Serious Library-specific violations and violations towards people or property.**

1. Verbal or physical harassment. (Includes all form of electronic media)
2. Entering a library facility or grounds while trespassed.
3. Misuse and/or abuse of Library materials, equipment, furniture, or facility.
4. Refusal to remove an illegally parked vehicle when requested by Staff and/or Security.
5. Impeding or refusing to exit the building during a safety evacuation.
6. Refusal to follow Library Staff or Security instructions.

**Category C: Severe violations towards people or property.**

1. Brandishing a firearm or dangerous weapon in violation of law.
2. Sexual harassment. (Includes all forms of electronic media.)
3. Unwanted and/or illicit interactions with minors.
4. Threatening behaviors: verbal, physical, written, or visual (includes all forms of electronic media).
5. Damage or theft to personal or Library property in facilities or on ground.
6. 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.
7. Offensive touching and obscene acts.
8. Watching pornographic material.

## **DEPARTMENTS/DIVISIONS AFFECTED**

All Municipality of Anchorage libraries, including departments/staff that are housed within or visiting these locations.

## **REFERENCES**

- [13 AAC 50](#)
- [28 CFR § 35.136 Service animals](#)
- [AMC 8.25 – Weapon offenses](#)
- [AMC 8.45.010 - Trespass](#)
- [AMC 14.70.090 Misuse and abuse of library material](#)
- [AMC 16.90.010 – Smoking in municipal structures](#)
- [AS 17.38.040 – Public consumption banned, penalty](#)

## DEFINITIONS

**Category** - a method of defining an infraction with associated consequences.

**Code of Conduct** - a set of rules and guidelines outlining acceptable behavior and expectations for all persons visiting APL Libraries.

**Consequence** - a result or effect of an action or condition

**Harassment** - aggressive pressure or intimidation.

**Threatening Behavior** - conduct, whether verbal, written, or physical, that is intended to instill fear or apprehension of harm in another person

**Trespassing** - entering or remaining on someone else's property without their permission or the right to do so.

**Violations** - an act that goes against a law, regulation, or agreement.

## RESPONSIBILITIES

1. Security Department – Implement Code of Conduct rules and associated trespass terms.
2. Facility Manager – Work with Security to ensure compliance and evaluate compliance with the Code of Conduct. Work with Security to evaluate building protocols and associated operational procedures.
3. Facility Coordinator - Work with Security to ensure compliance and evaluate compliance with the Code of Conduct. Work with Security to evaluate building protocols and associated operational procedures.
4. Librarian in Charge – Work alongside the Security Department to address any concerns from patrons and staff alike.
5. APL Leadership Team. Meet to discuss any high-level infractions against the Code of Conduct associated with Category (C)
6. All Staff – understand and implement with patrons

## PROCEDURE

Refer to the Code of Conduct Procedure Guide and Code of Conduct for Children Procedure

## ANNUAL REVIEW DATE AND LEAD REVIEW RESPONSIBILITY

Reviewed annually in the first quarter by the Operations Team at Anchorage Public Library.

Recommended for approval by: (APL DIRECTOR NAME, DATE)

Approved by: (MOA LEGAL REP NAME, DATE)

Approved by: (MUNICIPAL MANAGER NAME, DATE)

List reviews and/or edits for the previous 10 years.

Review Date	Review Agency	Review/Edit
TBD when revisions are finished	Library Operations Team	Edited
4/21/2021	Library Code of Conduct Committee	Edited
2017	Library Code of Conduct Committee	Edited