

PATRON BEHAVIOR POLICY:

- I. The Knoxville Public Library is designed for the use of all members of the public. Patrons are expected to observe the rights of other patrons and staff members and to use the library for its intended purposes.
- II. The Library Director and other staff members to whom s/he delegates this authority shall have the responsibility for enforcing discipline within the library.
- III. The Library Director or delegated staff will determine when behavior is inappropriate in the library.
- IV. Response to inappropriate behavior should be immediate.
- V. The following kinds of behavior will not be allowed in the library:
 - A. Any behavior that endangers the safety or health of others.
 - B. Violation of any local, state or federal law within the library.
 - C. Vandalism or deliberate destruction of library material.
 - D. Theft of library materials or the personal property of other patrons or staff members.
 - E. Deliberate disruption of library procedures.
 - F. Use of abusive language to other patrons or the staff.
 - G. Creating or emanating unpleasant odors that disturb others within six feet.
 - H. Deliberate use of the library for inappropriate purposes; e.g. sleeping.
 - I. Loud talking or laughing which disturbs or could disturb other patrons.
 - J. Smoking, eating or drinking in areas not designated for these activities.
 - K. Inappropriate dress. *Shoes and shirts are required at the library.*
 - L. *Carrying of weapons of any kind.*
 - M. *Use of the facility while under the influence of any controlled substance or intoxicant.*
 - N. Other kinds of behavior deemed inappropriate by the library director or his/her delegated staff.

VI. Procedure:

- A. Warning. In most cases, patrons who are behaving inappropriately in the library will be given one warning and asked to behave in an appropriate manner.
- B. Expulsion. Patrons who refuse to behave more appropriately after one warning will be asked to leave the library. The length and duration of suspension of library privileges will be at the discretion of the Library Director or Assistant Director. Patrons who deliberately vandalize or destroy library property will be required to pay the cost of the material. Refusal to do so will cause their library privileges to be revoked and charges of vandalism under section 716.6 of the Code of Iowa to be filed.
- C. Calling the police. In cases where a patron poses a clear danger to her/himself or others, or where s/he deliberately violates the law, or where s/he refuses to leave the library after being asked to leave by the director or delegated staff member, the director/delegated staff member is authorized to call the police *immediately*.

Grievance Procedure:

It is the goal of the Board and staff at the Knoxville Public Library to provide the best possible library service to the patrons. Library policies and procedures have been developed to provide fair and efficient service to all individuals. Persons who experience difficulties with service or who wish to question a library policy are welcome to discuss those concerns with the Library Director or his/her designated authority. We will try to resolve those issues as quickly and as fairly as possible. If an informal meeting with library staff does not settle the complaint, a patron may request to enter into the library's formal grievance procedure.

1. *A person who wishes to file a formal grievance about a library policy or procedure, service, or staff member's conduct should submit a complaint in writing to the Library Director. The complaint should include the date of the complaint, name, address and telephone number of the individual making the complaint, and a detailed explanation of the issue.*
2. *The Director will respond in writing within fourteen (14) working days of the complaint.*
3. *If the person is not satisfied with the response of the Director, he/she should refer the complaint to the Board President within ten (10) working days. Requests for Board consideration must be in writing. If the Board wishes to review the issue, it will be placed on the agenda of the next board meeting.*
4. *The issue will be discussed at an open public meeting of the Board of Trustees. If the Board finds that it has enough information to make a decision, the Board will render a decision at that time. If the Board feels that more information, testimony or expert advice is needed, the Board may choose to postpone the decision to the following meeting or hold a special meeting to handle the complaint. All efforts will be made to hear the complaint and render a decision in a timely manner.*
5. *All decisions of the Board are final.*

Revised and Approved by Board of Trustees—April 20, 2005

Revised and approved by the Board – May 18, 2011