

3.11 Behavior Code Ban & Appeal

Adopted: May 19, 2010

Amended & Reapproved: February 26, 2011; August 20, 2014; May 24, 2017; August 26, 2020

The Council Bluffs Public Library employs an incremental discipline policy in dealing with disruptive behavior.

- Initially, the patron will be informed that he or she is violating Library rules. This will be the first warning.
- The second time a patron is approached, the staff member will inform the patron of the consequences of his or her actions, that is, that he/she will be asked to leave the Library for the rest of the day.
- Finally, if the patron fails to adhere to the above warnings he/she will be asked to leave the Library property. If an individual does not stop the improper behavior, or does not leave the building when asked to do so, the staff member may call the police.

3.11A VERBAL WARNINGS

Many inappropriate or disruptive behaviors in the Library require only a verbal reminder or reprimand.

Such minor violations of the Behavior Code include words or actions which interfere with the use and enjoyment of the Library or causes distress to patrons or staff.

Examples of such behavior:

- Leaving pets or other animals unattended outside or bringing into the building
- unless necessary for assisting with disabilities or part of a Library sponsored program
- Patrons without shirts or shoes
- Running, yelling, horse playing, climbing, harassing, stalking, spitting or
- throwing objects
- Loudness
- Monopolizing the time of Library staff
- Inappropriate public displays of affection
- Blocking the Library entry/exit or intimidating or interfering with patron access to the sidewalk or building
- Loud profanity or obscenity inside, in front of the building or in the parking lot
- Pan handling
- Distributing literature, gathering signatures, soliciting or conducting surveys, unless permission is secured from a Library Administrator.
- Smoking or use of chewing tobacco or electronic cigarettes in the building or on premises
- Use of skateboards, scooters, or roller blades in the building or on premises
- Loitering
- Misuse or moving of Library materials, equipment, furniture or supplies

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- Neglect of bodily hygiene to the point where it is offensive and constitutes a nuisance to others
- Demonstrating or protesting in or on the grounds of the Library, unless they are confined to a leased portion of the Library for which an agreement has been entered
- Any staff member has the authority to verbally remind or reprimand an inappropriate or disruptive patron.

3.11B REMAINDER OF THE DAY/ONE DAY EXPULSION

A refusal to heed repeated warnings or an especially disruptive or inappropriate minor violation of the Behavior Code will result in expulsion from the Library for the remainder of the day or for one entire day.

Examples of such behavior:

- Leaving pets or other animals unattended outside or bringing into the building unless necessary for assisting with disabilities or part of a Library sponsored program
- Running, yelling, horse playing, climbing, harassing, stalking, spitting or throwing objects
- Loudness
- Pan handling
- Distributing literature, gathering signatures, soliciting or conducting surveys, unless permission is secured from a Library Administrator.
- Monopolizing the time of Library staff
- Inappropriate public displays of affection
- Blocking the Library entry/exit or intimidating or interfering with patron access to the sidewalk or building
- Not utilizing Library resources by a group or individual as observed by staff for an hour or more
- Abusive language or threatening gestures inside, in front of the building or in the parking lot
- Trespassing in nonpublic or unauthorized areas
- Smoking or use of chewing tobacco or electronic cigarettes in the building or on premises
- Use of skateboards, scooters, or roller blades in the building or on premises
- Loitering
- Misuse or moving of Library materials, equipment, furniture or supplies
- Neglect of bodily hygiene to the point where it is offensive and constitutes a nuisance to others
- Demonstrating or protesting in or on the grounds of the Library, unless they are confined to a leased portion of the Library for which an agreement has been entered

Any staff member has the authority to expel a patron for one day.

3.11C ONE WEEK EXPULSION

Repeated or a “critical incident” minor violation of the Behavior Code will result in a one week expulsion from the Library.

Examples of such behavior:

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- Verbal abuse of staff or other patrons
- Loitering in a manner that interferes with others
- Excessively emotional, hostile, threatening or uncontrolled behavior
- Use of loud profanity, obscenity or obscene gestures
- Trespassing in nonpublic or unauthorized areas
- Pan Handling
- Distributing literature, gathering signatures, soliciting or conducting surveys, unless permission is secured from a Library Administrator.
- Intrusive behavior, including staring at or following staff or patrons with the intent to annoy, harass, violate privacy, or interfere with staff performance of duties or patrons' use of the Library
- Misuse of bathrooms
- Demonstrating or protesting in or on the grounds of the Library, unless they are confined to a leased portion of the Library for which an agreement has been entered
- Department Managers have the authority to expel a patron for one week.

3.11D EXTENDED EXPULSION

A patron, who after a one week expulsion, continues to violate the Behavior Code or exhibits a "critical incident" grievous violation of the Behavior Code, will be expelled from the Library for at least one month.

Examples of such behavior:

- Fighting or other violent behavior
- Alcohol or drug intoxication (one Month)
- Possession of alcohol or illegal drugs
- Carrying a firearm or other items that can be used as a weapon into the Library building
- First Offense (One Month)
- Second Offense (Permanent Ban)
- Exhibitionism
- Inappropriate, overt, unwelcome sexual behavior
- Abusive language or threatening gestures
- Refusal to leave when asked
- Physical abuse
- Stalking
- Pan handling
- Distributing literature, gathering signatures, soliciting or conducting surveys, unless permission is secured from a Library Administrator.
- Theft, including theft of Library materials
- Vandalism
- Illegal behavior that is in violation of federal, state or local ordinances
- Demonstrating or protesting in or on the grounds of the Library, unless they are confined to a leased portion of the Library for which an agreement has been entered

The Library Director has the authority to expel a patron for one month or more, or permanently ban a patron.

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3.11E APPEAL

A banned individual may request an appeal of the ban in writing to the Library Director within ten working days of the date of the ban notification. If the banned individual is not satisfied with the Director's written response, they may appeal in writing within 10 working days of the date of the Director's response letter to the Library Board of Trustees. The Board will consider the written appeal at its next regular meeting and the banned individual will receive a written notification of the Board's decision within ten working days of the regular meeting at which the decision was made.

Since use of the Library is a privilege, filing of an appeal does not guarantee a repeal of a ban.