

### **3.11 Behavior Code Ban & Appeal**

Adopted: May 19, 2010

Amended & Reapproved: February 26, 2011; August 20, 2014; May 24, 2017; August 26, 2020; January 25, 2023

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#### **Policy:**

It is the mission of the Council Bluffs Public Library to engage, inform, and empower the community. Behavior in the library is expected to maintain an environment where all feel welcome and safe. On occasion library patrons may be asked to leave due to behavior not supporting a welcome and safe environment. The follow established procedure will be followed to address disruptive or unsafe behavior.

#### **Procedure:**

The Council Bluffs Public Library employs an incremental discipline policy, when possible, in dealing with disruptive or unsafe behavior.

- Patron will be informed that their behavior is violating Library behavior expectations. This will be the first warning.
- The second time a patron is approached, the staff member will inform the patron of the consequences of their actions dependent on the behavior.
- If the patron fails to adhere to the warnings, the patron 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 violations of the Behavior Code require only a verbal reminder of the expected behaviors. Examples of such behavior:

- Physically Unsafe Behavior(running, jumping, using skateboards or scooters inside etc)
- Loudness
- Inappropriate public displays of affection
- Emotional, hostile, or uncontrolled behavior not directed at an individual
- Loud profanity
- Pan handling
- Misuse or moving of Library materials, equipment, furniture or supplies
- Sleeping

#### **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 removal from the Library for the remainder of the day or for one entire day.

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Examples of such behavior:

- Repeated minor violations previously listed.
- Harassing (including using library computers to harass others not in the building)
- Nonthreatening Intoxication
- Refusal to follow direction of staff
- Possession of alcohol

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

### **3.11C ONE WEEK EXPULSION**

Continuing to refuse to alter behavior to be safe and welcoming for everyone can result in a longer removal from the library. Additionally behavior that is more aggressive in nature may result in extended bans from library property.

Examples of such behavior:

- Continuous repeated minor violations previously listed over multiple visits or interactions
- Verbal abuse of staff or other patrons
- Vandalism
- Inappropriate, overt, unwelcome sexual behavior, obscenity

Department Managers have the authority to expel a patron for one week.

### **3.11D EXTENDED EXPULSION**

A patron who violates the law, doesn't demonstrate a change in behavior from previous infractions, or creates a significantly unsafe and unwelcome environment may be banned for periods longer than one month.

Examples of such behavior:

- Excessive display of previously listed behaviors over multiple visits or interactions
- Fighting or other violent behavior
- Alcohol or drug intoxication (threatening behavior)
- Violations of federal, state, or local ordinances
- Threatening or aggressive behavior
- Refusal to leave when asked
- Theft
- Un-holstered weapon(s)
- Inappropriate, overt, unwelcome sexual behavior, obscenity
- Vandalism
- Verbal abuse of staff or patrons

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

### **3.11E APPEAL**

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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.