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## ***NORTH SHORE LIBRARY CODE OF CONDUCT***

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The Board of the North Shore Library has the right to establish and enforce regulations that will allow the Library to provide services, maintain the collection, and ensure an atmosphere within its facilities to the benefit of the greatest number of users.

Upon request, patrons will be required to show their library cards or other personal identification to library staff. Anyone who disregards these regulations is subject to removal from the library and/or restriction of library privileges.

Specific inappropriate conduct includes but is not limited to: bringing firearms or weapons onto library property; harassing or threatening another person; being under the influence of drugs or alcohol; loitering or interfering with free passage; damaging, defacing, destroying, or stealing library property; using cell phones, audio or other personal equipment that disturbs others or interferes with library service; violating computer use policies; using library restroom facilities for inappropriate purposes such as loitering or bathing; skateboarding or rollerblading; poor hygiene that is offensive to other persons; eating or drinking at computer stations; bringing in excessive items that cannot be stowed under a standard study chair; and bringing in animals except as required by persons with disabilities.

### **The enforcement procedure shall be as follows:**

Library staff may request that a patron immediately discontinue any inappropriate conduct. Depending upon the nature of the conduct, the patron may be required to leave the library for the remainder of the day or a longer period of time. When an individual's inappropriate conduct is serious or repeated, the Library Director may, at his or her discretion, restrict that individual's access to the North Shore Library. Any of the above steps may be taken at any time to ensure a safe environment for patrons and staff.

At the recommendation of library staff, the Library Director may issue a letter to the patron that his/her behavior has violated the Library Code of Conduct policy, and that the patron shall not be allowed in the library for up to a maximum of one month.

At the recommendation of library staff, the Library Director may issue a letter to the patron stating that the patron's inappropriate behavior continues to be in violation of the Library Code of Conduct. The patron shall not be allowed in the Library for up to a maximum duration of one year.

At the recommendation of library staff or the police department, the Library Director may ban a patron from the Library for more than one year or permanently if the patron's conduct is a threat to library patrons or staff. All permanent bans will be brought to the attention of the North Shore Library Board for its approval.

### **Appeals process**

If a patron is banned from the North Shore Library for six months or more, he or she may request an appeal before the North Shore Library Board. The request for an appeal must be in writing and mailed or delivered to the Library Director at 6800 North Port Washington Road, Glendale, Wisconsin 53217 within 15 days of the date of the Library Director's letter to the patron. The request for review shall state the ground or grounds upon which the person aggrieved contends that the decision should be modified or reversed. Thereafter, a patron who has been banned for more than one year from the Library may request an appeal before the Library Board once a year, beginning one year after the ban. Subsequent appeals must follow the same format as the first.

When the Library Director receives written notice of an appeal which is within the time frame noted in the banning letter for seeking an appeal, the appeal will be scheduled before the Library Board. The notice of their meeting will include the information that the Board may meet in Executive Session. Written evidence and argument in support to the patron's position may be sent to the Board via the Library Director and will be accepted up to 7 days in advance of the meeting. The Board will also hear oral presentations limited to 10 minutes each by the library administration and the person making the appeal. The Board will then act on the appeal. The decision of the North Shore Library Board regarding an appeal shall be final and mailed to the patron within seven days of the Board's decision.

Approved by the Library Board  
North Shore Library  
August 19th, 2021