



Patron Code of Conduct

NOTE: A one-page version for posting can be found at the end of this policy.

The Arapahoe Library District is dedicated to protecting the rights and safety of library patrons, volunteers and staff. Our goal is to enable all library visitors to enjoy an inviting and comfortable atmosphere. Without limiting the generality of the foregoing, each person is expected to respect the rights of others and comply with the following Patron Code of Conduct while on library property.

Permitted conduct in the library includes:

- Quiet and courteous use of cell phones
- Small group congregation for social, study or discussion purposes
- Consumption of light snacks and covered beverages
- Service animals
- Smoking in exterior designated areas only

Prohibited conduct in the library includes but is not limited to:

- Code of Conduct Violations: violating any Library District Policy, Code of Conduct or rules for usage of materials, computers or other library property.
- Failure to Comply: failure to comply with any request or demand of library staff.

The Arapahoe Library District reserves the right to remove any person and/or restrict library privileges of any person whose conduct is deemed by library staff to violate this Code of Conduct. Recurring offenses may elevate the penalty.

Minor misconduct

The following forms of misconduct are deemed minor and may result in a conversation with our Safety Specialist and/or being asked to leave for the day:

- Inappropriate activities: not suited for a public library including but not limited to bathing, shaving, washing clothes, sleeping, failure to wear appropriate attire, posing a health, safety or sanitary risk or having bodily hygiene that detracts from the enjoyment of the library by others or damages library property.

Serious Misconduct

The following forms of misconduct are deemed serious and may result in restricting access to all libraries within the Arapahoe Library District system for up to 90 days depending upon the frequency or severity of the incident(s). The age of the patron and any disabilities that play a role in the inappropriate behavior will be considered. Authorities will be notified as appropriate and necessary.

- Alcohol/Drugs/Intoxication: possession or use of alcohol, illegal drugs, and/or medical or recreational marijuana or being under their influence.
- Disorderly Conduct: disrupting the normal flow of library operations or interfering with the use and enjoyment of the library by others; repeatedly questioning, commenting, approaching or confronting staff with questions or comments currently being addressed or previously addressed.
- Identity Theft: obtaining, possessing, transferring or in any way using the identifying information of another without that person's consent including using multiple library cards or another person's library card to extend computer use beyond established time periods.
- Inappropriate Activities: engaging in activities inappropriate for a public library facility including, but not limited to, loud social interaction, gambling, betting or wagering, smoking, electronic smoking devices or use of tobacco products.
- Misuse of Computers: utilizing library computers to engage in illegal activities, to gamble, wager or engage in booking activities, or to publicly view sexually explicit or pornographic materials.
- Theft: concealing library materials or property on library premises, theft or other attempts to convert library property to personal use.
- Verbal Abuse: using language, words, expressions, gestures or other behavior that is intimidating, insulting, hostile, loud, abusive, obscene, offensive, rude, vulgar, or demonstrates a lack of civility to others.

Severe Misconduct

The following forms of severe misconduct may carry up to a one-year suspension penalty depending upon the frequency or severity of the incident(s). The age of the patron and any disabilities that play a role in the inappropriate behavior will be considered. Authorities will be notified as appropriate and necessary.

- Physical Abuse: behaving in a threatening, intimidating or violent manner toward any person, or acting in a manner that creates the potential of physical injury to oneself or others and any form of unwanted touching or other contact.
- Property Damage: destroying, damaging, defacing or vandalizing library property on or off library premises or threatening to damage such property in any way.
- Sexual Misconduct: engaging in any action that is sexually inappropriate or offensive including but not limited to lewd or lascivious behavior, indecent exposure, sexual battery, touching one's self or others inappropriately or publicly displaying any pornographic or sexually explicit materials whether in photographic, graphic or animated form which does not relate to medical research or would otherwise be considered obscene by local community standards.
- Threats: communicating a threat of harm to any person or property including patrons, Library District staff members and security guards.
- Weapons: (inapplicable to law enforcement)
 - The open carry of a knife, firearm or other object that could be used as a weapon
 - The concealed carry of a knife, firearm or other object that could be used as a weapon. A valid concealed carry permit holder is entitled under Colorado law to carry a concealed handgun.

See also related policies including:

1. Soliciting, Fundraising, Petitioning, Campaigning and Other Free Speech Activities Policy
2. Acceptable Use of Library Technology and Services Policy

NOTIFICATION & APPEALS PROCESS

At the recommendation of library staff, the Facilities and Safety Manager or designee will issue a letter to the patron specifying the behavior that has violated the Patron Code of Conduct and the penalty for doing so, which may include a temporary suspension from all Arapahoe Library District libraries, facilities, phone services, and virtual services for the periods specified above.

At the recommendation of the Executive Director, the Board of Trustees may suspend a patron from Arapahoe Library District libraries and facilities for a period of more than one year if the patron's conduct is deemed an ongoing threat to library patrons or staff.

Any patron suspended from Arapahoe Library District libraries or facilities may appeal once in writing to the Arapahoe Library District Board of Trustees. An appeal petition must be mailed to the Executive Director at: Arapahoe Library District, 12855 E. Adam Aircraft Circle, Englewood, CO 80112 within 15 days of the date of any action taken to suspend the patron. The appeal petition must include all of the reasons the patron believes he or she is not in violation of the Patron Code of Conduct and state why the patron cannot comply with any requests of library personnel that would otherwise have allowed reinstatement of library privileges.

During the appeal the Board of Trustees will:

- The board will review written submissions only
- Determine whether the policies and procedures were properly applied and followed
- Not consider factual arguments or disputes between the suspended patron, staff, and/or other library patrons.

ADOPTED Sept 2007

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