

Code of Conduct Policy

In order to protect the rights and safety of library users, and to preserve and protect library materials, facilities, and property, Craig County Public Library has established this Code of Conduct.

- Patrons not abiding by these or other rules or regulations of the library may be required to leave the library premises after the first offense and may forfeit their library privileges.
- Repeated offenses may result in a formal ban for an extended period of time depending on the nature and severity of the violation.
- Patron identification, including name, address, and telephone number may be requested by library staff.
- Patrons may appeal to the CCPL Board of Trustees in respect to any action taken under this Code of Conduct.
- The library does not act *in loco parentis*. A responsible adult or caregiver should accompany children under 10 years of age while they are using the library. *Library staff are not babysitters!*

The following activities are not allowed in the library or on library premises:

- Loud talking, the creation of other loud noises, excessive or disruptive conversations, cell phone use, and audible use of music devices that is disruptive to library patrons or staff
- Engaging in behavior that could disturb other patrons including, but not limited to, running, shoving, throwing objects, stalking, physical or verbal harassment, or threats
- Smoking or using tobacco products inside library building
- Using furniture in any manner for which it was not intended
- Using the library telephone without express permission (phone calls must be brief so as not to interfere with library business)
- Bringing animals into the library except for properly identified service animals or animals used in library programs
- Possessing or consuming alcoholic beverages on library property
- Possessing illegal drugs or drug paraphernalia or appearing to be intoxicated or under the influence of illegal drugs
- Staff has authority to request patrons remove food or beverage items from building
- Damaging or destroying library property, equipment or materials
- Engaging in any act of sexual misconduct, including exhibitionism (indecent exposure), voyeurism (peeping), viewing pornography, offensive touching, or other crimes of obscenity as defined under Virginia Revised Code
- Harassing other patrons or staff, whether physically, verbally, or sexually
- Engaging in excessive displays of affection, including any physical contact deemed inappropriate for a public place
- Patrons entering the library before or after library hours
- Operating skateboards, roller skates, in-line skates, scooters, or other similar devices on walkways or in any way that could endanger others or damage library property

- Soliciting money, donation, or signatures for petitions
- Photographing other users of the library without written permission
- Refusing to comply with the reasonable requests of library staff (including volunteers)
- Performing any illegal act or conduct in violation of federal, state or local law, ordinance, or regulation

Library patrons are expected to:

- Check out library materials using their valid library card before removing them from the building
- Inform library staff promptly of any changes in address, phone numbers, or other information on file
- Wear proper attire, including shirt and shoes, at all times: muddy boots, spiked or metal cleat shoes, and bathing suits are not allowed
- Attend to personal belongings, ensuring that they do not interfere with the free passage of library patrons or staff in the library
- The library is not responsible for personal belongings left in or on library property
- Promptly leave the building when informed that it is closing or in case of emergency
- Use library parking areas, sidewalks, and lawn properly and safely (vehicles parked improperly are subject to being towed at owner's expense)
- Adhere to the internet acceptable use policy, the unattended children policy, and all other library policies and regulations

Banning and Appeals Process:

- Library staff and volunteers may ask a patron to leave the premises with or without prior warning, depending upon the seriousness of the violation.
- The length of the eviction will depend on the nature and seriousness of the offense that required removal, the extent of damage or disruption caused, any history of prior infractions of library policies, and other relevant circumstances.
- When possible, any patron who has been evicted and/or prohibited from returning to the library shall be provided with written notification indicating the reasons for the ban, the time period of the ban, and the appeals process.
 - When a minor has been banned for 30 days or more, the Director may attempt to contact the child's parent or legal guardian by telephone and/or send a letter to the child's parent/guardian.
- Any patron whose library privileges have been suspended has the right to appeal the decision, in writing, within 10 days of the determination. The appeal is to be made to Craig County Public Library Board of Trustees, 303 Main St, New Castle, VA 24127.
 - Until such time as the determination has been reviewed, modified and/or reversed, a banned individual may not enter or remain on library premises
- The Board shall hold a hearing within 30 days after the patron's appeal has been received.
 - The appellant shall be notified at least 10 days before the hearing.

- o Failure to appear on the assigned day of the hearing without prior notification to the Library Board President will result in the denial of the appeal.
- The President of the Library Board shall conduct the hearing.
 - o At the hearing the appellant may be represented by counsel, may present evidence, and may call and examine witnesses and cross-examine witnesses of the other party.
- Within 30 days of the completion of the hearing, the Board shall issue a written decision stating the reasons for the decision.
 - o The Board shall have the power to affirm or reverse the original determination or to remand it to the Director with instructions for reconsideration.
 - o The decision, except for remand, shall be a final determination for the purposes of judicial review.
- Any person who refuses to leave the library when asked to do so as a result of the violation of library rules or regulations shall be considered to be trespassing and may be subject to permanent exclusion from the library and/or arrest.
- Any person who enters or remains on library premises during the period in which he/she has been banned from the library will also be subject to arrest and prosecution for trespassing.