



## **CHAPTER 6: CODE OF CONDUCT**

(Replaces Disruptive Patron Policy)

Adopted by the Board of Trustees September 13, 2017

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In order for the Natrona County Library System to provide free, open, and equal access to ideas and information to all members of the community, we must promote a safe, healthy, and barrier-free access to all the resources and facilities the Library has to offer. This Code of Conduct is designed to foster an atmosphere of mutual respect and courtesy, and applies to all patrons, volunteers, staff, and visitors while on library property.

### **While in the library, you are encouraged to:**

- ASK the staff for help. Let the staff know when you are unable to find what you need so they can try to get the information for you. This also helps the library know what needs to be added to the collection;
- INFORM the staff if you need an accommodation or if assistance is needed for your full use of library services;
- EXPLORE new ideas and interests by participating in library programs;
- BE RESPONSIBLE for the conduct, safety, and well-being of children or other people in need of supervision that are in your care;
- REPORT disruptive behavior to staff immediately. (Disruptive behavior is any behavior or activity that is unsafe, disrupts the library, disturbs or endangers the perpetrator or others, damages library property or the property of others, interferes with the library business, or is illegal. This includes any activity which results in damage or disruption of library equipment or services.);
- COOPERATE with the requests of library staff;
- CLEAN UP after yourself.

While in the library, individuals are expected to respect others and respect library property. Following is a list of examples of prohibited behaviors:

**The following list of examples is NOT all inclusive.  
Other behaviors judged to be inappropriate by library staff  
may lead to Consequences of Misconduct.**

- Disruptive behavior. (Examples of disruptive behavior include any behavior or activity that is unsafe, disrupts the library, disturbs or endangers the perpetrator or others, damages library property or the property of others, interferes with the library business, or is illegal. This includes any activity which results in damage or disruption of library equipment or services.)
- Verbally or physically harass or threaten other patrons, volunteers, or staff. (Examples of harassment may include, but is not limited to, initiating unwanted contact or conversation, impeding access to or within the building, or other actions that an individual reasonably perceives to be hostile, threatening, intrusive, or offensive.)
- Abandon or leaving unattended children or other persons in need of supervision. This includes leaving young children unattended in the library at any time. (“Young children” is defined for this purpose as an individual under the age of ten years old.)
- Abandon or leaving unattended personal property. (The Library is not responsible for theft or for any damages to abandoned/unattended personal property. Such property may be relocated by staff and/or law enforcement may be called to collect such abandoned/unattended personal property.)

**The library reserves the right to inspect all bags, purses, briefcases,  
backpacks, personal listening devices, computers, coats, jackets, etc.**

#### **CONSEQUENCES OF MISCONDUCT:**

The Executive Director or a designated Natrona County Library staff member will apply these rules and consequences in a fair and equitable manner for the benefit of all. If any of the information is unclear, please ask a member of the library staff for clarifications. The consequences of misconduct may include the following:

- A verbal warning – A staff member of designee will verbally remind the offender of their inappropriate behavior, and request they comply with this Code of Conduct;
- Loss of privileges - Offender loses library privileges for the remainder of the day of misconduct, but can remain on library property;
- Eviction – The offender is asked to leave the premises immediately, for a specified period of time.
- Notification of law enforcement – Law enforcement is called when behavior is illegal, if an individual who has been barred/banned returns to the property, or if the behavior or pattern of behavior is so disruptive that NCL staff feels notifying law enforcement is in the best interest of the general patronage. When law enforcement is called, and at the request of NCPL Staff, the offending individual typically has his/her library privileges permanently revoked. This revocation of privileges is often referred to as “being trespassed.” In addition, the offender may be cited and/or detained by law enforcement.
- A partial loss of library privileges – Offender is barred or restricted from a portion of the library materials, library services, and/or one or more areas of the library. This may partial loss of privileges may range from the remainder of the day to indefinitely;
- A temporary revocation of all library privileges – Offender is barred or restricted from all library materials and services for a set period of time, but not permanently;
- A permanent revocation of all library privileges – Offender is permanently barred or restricted from all library materials and services; or
- Prosecution - The Library reserves the right to prosecute offenders to the fullest extent of the law, should the misconduct so warrant.

If the offender is a less than 18 years of age, NCPL staff will make a reasonable attempt to notify parents/guardians of the misconduct and subsequent consequences of the misconduct.(Attempts will be made using the information we have on file, including phone numbers, address, email, etc.)

When possible, patrons will be notified in writing if the consequence of their misconduct results in a partial loss of library privileges, a temporary or permanent revocation of all library privileges, or prosecution. Such notification will include information on the Patron’s Right to Appeal.

**PATRON'S RIGHT TO APPEAL:**

Individuals have the right to appeal the suspension or revocation of his or her library privileges.

- **To appeal for a trespass or a permanent revocation of privileges:**  
A person who has been trespassed or had a permanent revocation of privileges may make an appeal of the decision. The appeal must be in writing, should include an approximate date of the trespass or revocation and the nature of the offense. It should be mailed to:  
Executive Director, Natrona County Library  
307 East 2<sup>nd</sup> Street; Casper, Wyoming 82601
- **To request consideration for reinstatement:**  
A person who has lost privileges from the library for more than fourteen (14) days may make request for reinstatement of library privileges. The request must be in writing and mailed to:  
Executive Director, Natrona County Library  
307 East 2<sup>nd</sup> Street; Casper, Wyoming 82601
- **To reapply when a request for consideration of reinstatement is denied:**  
If an individual's appeal or request for reinstatement is denied by the Executive Director, he/she may reapply for consideration of reinstatement to the Board of Trustees after the passage of 120 days from the Executive Director's decision denying an appeal for reinstatement. The reapplication for consideration must be made in writing, and mailed to:  
Natrona County Library Board of Trustees  
c/o Natrona County Library  
307 East 2<sup>nd</sup> Street; Casper, Wyoming 82601

The Board of Trustees shall consider the reapplication request at a board meeting that is within 45 days of the date of the reapplication. The Board may consider documentary evidence provided by library staff in regard to the barring of the patron, and may request further information from library staff during its consideration. The Board may also consider the written reapplication request of the patron, as well as any other information it feels is relevant to the decision. A hearing on the request for reinstatement of library privileges may be held if the Board, in its sole discretion, feels one is required in the case. The Board shall issue a written decision in regard to the reapplication request within 45 days of the date the request is considered.

The Board's decision shall be considered a final agency decision.