Code of Conduct

Guiding Principle. The St. Charles City-County Library (“the Library”) is a place for everyone, shared by the community, and used by many different people for a variety of reasons. Library users are expected to:

- Respect the comfort and safety of fellow library users and library staff. If a user’s behavior makes others unsafe or uncomfortable, they will be asked to stop.
- Comply with requests from library staff. If not, the Library reserves the right to suspend privileges and/or access.
- Comply with local, state, and federal laws. If a user breaks the law, the Library may prosecute.

Section 1. The Library has adopted this Policy to protect the rights of all individuals to:

- Use the library without discrimination;
- Receive friendly, courteous and respectful service;
- Have free and equal access to information;
- Have a clean, comfortable and pleasant environment; and
- Use the library undisturbed without threat of harm, invasion of property, or interference.

Section 2. Library Behavior Guidelines.

Customers are expected to show respect for all other Library users and Library staff. Customers shall comply with all Library policies and instructions given by Library staff and observe the following guidelines in all branches and facilities operated by the Library:

- Customers shall refrain from engaging in any activity or behavior that violates any federal or state statutes or local ordinances.
- Customers shall refrain from engaging in any disorderly or disruptive behavior, including but not limited to using profane or threatening language, harassing Library users or staff, damaging Library property, and any behavior which either consciously or unconsciously impedes other Library users’ or staff’s use of the Library.
- Selling, soliciting, panhandling, and/or loitering on Library property is prohibited.
- Remaining on Library property outside of business hours is prohibited, except for authorized Library activities or programs.
- Customers may not enter “Staff Only” areas in Library facilities without permission.
- Smoking and/or the use of tobacco products is prohibited in all Library facilities and vehicles. For the purpose of this Policy, the term “tobacco product” includes but is not limited to: cigarettes, cigars, chewing tobacco, dissolvables, electronic cigarettes, nicotine or alternative nicotine vapor products, hookah, and any other product containing, made, or derived from tobacco that is intended for human consumption.
- Customers are prohibited from entering Library facilities while under the influence of drugs or alcohol. Open containers and/or consumption of alcohol are prohibited on Library property, unless permitted in accordance with Library Policy C187, Distribution and Consumption of Alcohol on Library District Grounds.
• Bringing any animal, other than a service animal, into Library facilities is prohibited, unless authorized by Library staff as part of an authorized Library program. An individual with a disability is permitted to bring a service animal into Library facilities in accordance with Library Policy C283, Service Animals.

• Children under the age of 10, and persons of any age with mental, physical, or emotional needs that require supervision, must be accompanied and adequately supervised by a parent/guardian or responsible adult caregiver age 18 or older.

• Customers in the library must be fully dressed.

• All customers shall maintain acceptable bodily hygiene. If bodily odor or perfume is strong enough such that it is offensive or constitutes a nuisance to others, such individual will not be allowed on Library property.

• Weapons are prohibited on Library property except as permitted by law.

• Customers shall refrain from leaving personal possessions unattended in the Library. The Library is unable to guarantee, and shall not be held responsible for, the security or safekeeping of any such items.

Section 3. Consequences for Violations.

Failure to observe this Policy may result in the suspension or revocation of Library privileges, up to and including permanent revocation of Library privileges and/or ban from all Library facilities.

Notwithstanding the foregoing, if, in the Library Director’s sole judgment, a customer’s conduct is unacceptably offensive, serious, threatening, or malicious, the Library Director has the discretion to take any appropriate action in response to said conduct up to and including permanent revocation of Library privileges and/or ban from all Library facilities.

Customers who damage or deface Library materials, equipment, or property may be referred to law enforcement. The Library reserves the right to hold parents/guardians liable for damages caused by their minor children.

Section 4. Notification Procedures.

Customers whose Library privileges have been suspended for violation of this Policy for one month or less will be notified verbally. The Library Director, or a designee, will notify customers whose Library privileges have been suspended or revoked for more than one month by means of written correspondence via certified mail to the involved customer’s last known address.

Failure to comply with a Library staff member’s request to leave the premises for violation of this Policy may result in referral to law enforcement. Once notification of such suspension or revocation has been communicated to a customer, further visits to any Library facility by the customer will result in an extension of the suspension by a minimum of 30 days.

Section 5. Appeals.

Customers who have been denied library service may appeal this decision in accordance with Library Policy C064.5, Denial of Service – Appeal. Customers may not use any Library facilities during any appeal period.

Effective 3.11.2020