## **Access and Services**

## **Library Services**

<u>Circulation Services</u> Schedule of hours open to the public: Monday: 2:00 PM – 6:00 PM Tuesday: 2:00 PM – 5:30 PM Wednesday: 11:00 AM – 5:00 PM Thursday: 2:00 PM – 5:30 PM Friday: 2:00 PM – 5:30 PM Saturday: 10:00 AM – 12:00 PM (noon)

Paid Holiday Hours:

The library will close on the following holidays: New Year's Eve Day, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the Friday after Thanksgiving, Christmas Eve Day and Christmas Day.

Other closings for celebrations, weather closings or whatever reason may arise (such as Farm Festival), will be at the discretion of the librarian or the Library Board.

Reviewed January 2014; Revised January 2016; Reviewed April 12, 2016; Reviewed February 2018; Revised February 2019; Reviewed March 2020

## **Code of Conduct Policy**

The Wall Lake Public Library will serve all persons requesting services without regard to religious, racial, social, economic, political, or disabling status. However, the use of the Library or its services may be denied for due cause. Patrons are expected to observe the rights of other patrons and staff members and to use the Library for its intended purposes. Prohibited conduct will not be allowed in the Library.

Prohibited conduct is that which...

- Interferes with the rights of individuals to use Library materials and services.
- Interferes with the ability of Library staff to conduct Library business.
- Threatens the secure and comfortable environment of the Library or those using the Library.

Those Behaviors considered to be inappropriate include but are not limited to...

- Willfully annoying, harassing, or threatening another person.
- Being disorderly, loud, boisterous, or abusive.
- Interfering with another person's passage within the Library.

- The use of alcohol, illegal drugs, or tobacco products in the Library.
- Running, throwing objects, spitting, or fighting.
- Playing audio equipment at a volume that is disturbing to other users.
- The possession of a firearm, knife, or other device which could be used as a weapon or is prohibited by the Wall Lake City Code.
- Destroying Library property.
- Remaining in the Library without authorization after regular closing hours.
- Violations of any municipal, state, federal law or code.
- Using library equipment or materials in a manner prohibited by Library Staff or the Library Board.

## Consequences

Enforcement of these rules may take the form of any of the following actions. The severity of the misconduct will be determined by the Library staff on duty at the time.

- 1. In most cases, patrons who are behaving inappropriately in the Library will be given one warning and asked to behave in an appropriate manner. Patrons who do not modify their behavior after one warning may be asked to leave the library for the rest of the day. Upon refusal to leave, the police may be called to escort the individual from the building.
- 2. In the case of any misconduct that in the judgement of the Library staff is extreme, the offender may be ordered to leave the building immediately or the police may be called.
- 3. Other consequences for prohibited conduct may be authorized by the Library Director and/or designee as deemed appropriate related to the offense.
- 4. If a patron disagrees with a given consequence related to prohibited conduct, he or she may address the Board for reconsideration at the next regularly scheduled Board Meeting.

The Code of Conduct Policy was adopted by the Board of Trustees on the Wall Lake Public Library in December 2007. Re-affirmed: November 2011. Reviewed: January 2014; Revised: January 2015; Reviewed April 12, 2016; Reviewed February 2018; Reviewed February 2019; Reviewed March 2020