

# Code of Conduct Policy

## Code of Conduct

The Calcasieu Parish Public Library has established this Code of Conduct to ensure that library facilities are safe, welcoming places where users can meet, interact with others, attend programs, use technology, and read. In keeping with the Library's commitment to high-quality, equitable service, the following rules of behavior are set forth to protect the rights and safety of library patrons and staff members, and to preserve and protect library materials, facilities, and property. These rules shall apply to all buildings, interior and exterior, and all grounds controlled and operated by the Calcasieu Parish Public Library and to all persons entering in or on the premises including staff.

Rules of behavior are posted in all CPPL facilities for the comfort and protection of all library users who enter them.

## Rules of Behavior

Library staff members and security guards have been authorized to enforce these regulations. The staff may require a patron to leave the library premises and may call the police for noncompliance with these rules of behavior.

The following actions are not permitted in the library or on library premises:

1. Eating and drinking. Exceptions: Bottled drinks and drinks with lids are allowed unless posted. Eating is allowed in designated food areas. Meeting room activities follow the food and drink guidelines in the library's meeting room policy.
2. Smoking and the use of vapor products or smokeless tobacco products in or on the grounds of any Library facility. (Calcasieu Parish Code of Ordinances No. 6834).
3. Loud talking, the creation of loud noises, excessive or disruptive conversations, cellular telephone use that is disruptive to library patrons or staff, and the loud, disruptive use of music, phone, computer, tablet, or gaming devices.
4. Disorderly conduct or disruptive behavior that interferes with the normal operation of the library or that disturbs patrons or staff.
5. Not maintaining control of personal items by either leaving items unattended, allowing items to block access to library materials or equipment, or by allowing items to interfere with a library staff member or individual's use of the library.
6. Removing and/or erasing official notices, announcements, signage and posters in the library.
7. Sleeping or lying down on any couch, table, seat, or floor in the library or restrooms, blocking aisles, exits, or entrances by sitting or lying down in them sleeping. Sitting on tables or putting feet on furniture.
8. Failing to wear shirts and shoes or other footwear.
9. Exhibiting extremely poor personal hygiene, obnoxious odor coming from clothing or the body, or overpowering perfume or cologne that is disturbing to others.
10. Using restrooms for bathing, shampooing, shaving, doing laundry, changing clothes, or for any other purpose for which they were not intended, i.e. reading area.

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11. Physical, verbal, or sexual harassment of patrons or staff. Harassing behavior is deliberate and/or repeated behavior that is not welcome and creates a hostile environment. Some examples of harassment include spitting, constantly staring at or following another person, and using offensive, vulgar, or abusive language or gestures. All threats of violence (whether an imminent threat or a threat of future violence) and/or endangering behavior to library staff, patrons, or others are prohibited. Any threats, behavior, or acts which may appear to be a danger to life or safety to oneself or others are also prohibited. These include assault, fighting, and other acts of violence or the threat or attempt to commit such crimes. All threats, behavior, or acts described in this paragraph will be reported to the police.
12. Carrying or displaying, explosive devices, dangerous substances or materials.
13. Carrying or displaying guns, stun guns, knives or other weapons, except as allowed by law.
14. Theft, setting a fire or burning anything in or around the library, and vandalism or intentional damage and/or defacement of materials, furnishings, equipment, signs, landscaping, lighting, or any part of the buildings or grounds.
15. Soliciting, panhandling, proselytizing, and gambling.
16. Possessing alcohol, illegal or synthetic mood-altering drugs, or drug paraphernalia or appearing to be intoxicated or under the influence of illegal drugs.
17. Exhibitionism (indecent exposure), voyeurism (peeping), and crimes of obscenity as defined under Louisiana Revised Statute 14:106.
18. Excessive displays of affection including any physical contact deemed inappropriate for a public place.
19. Recreational operation of roller skates, in-line skates, skateboards, scooters, or other similar devices.
20. Parking motor vehicles, bicycles, motorcycles, or scooters in non-designated spaces, using more than one parking spot, abusing handicapped parking, or bringing bicycles into the library or parking them in a manner that interferes with the free passage of others.
21. Entering non-public work areas or public areas which have been temporarily restricted.
22. Using library business telephones without permission.
23. Remaining in the library after closing time or trespassing after hours or after being banned from the library.
24. Refusing to comply with the reasonable requests of library staff or security guards.
25. Violating the library's Electronic Resources Use Policy or other library regulations.
26. Violating any federal, state, or local laws.
27. Taking photographs, or filming of patrons or staff on library premises without prior permission from the library administration.
28. Bringing animals into the library other than certified service animals necessary for those with disabilities or part of a pre-authorized library program. Unattended animals, inside or outside of the building, are not permitted.

Parents/Custodians remain responsible for the children they bring to the library and/or leave at the library. The library is not responsible for unattended children. Children left after closing will be turned over to law enforcement in accordance with the Unattended Child Policy.

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## **Banning and Appeals Process**

Library staff members and security guards may ask a patron to leave the premises with or without prior warning, depending upon the seriousness of the violation of these rules of behavior. The length of the eviction shall depend upon 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 Library Director may attempt to contact the child's parent or legal guardian by telephone and/or send a certified letter to the child's parent/guardian.

Any patron whose library privileges have been suspended has the right to appeal the decision to the Director. A patron may appeal in writing to the Director or in person after scheduling an appointment with the Director. The Director may shorten, modify, or terminate the banning period if the information submitted by the individual warrants such modification. The Director will respond in writing and notify the individual of the appeals process. Until such time as the determination has been reviewed and/or modified by the Director or reversed on appeal by the Calcasieu Parish Public Library Board, a banned individual may not enter or remain on library premises.

The Director's written determination may be appealed to the Calcasieu Parish Public Library Board, if the aggrieved individual files a written notice of appeal within 10 days after receiving the Director's determination. Such notice shall be filed with both the Director and the Library Board President, c/o Calcasieu Parish Public Library, 301 W. Claude St., Lake Charles, LA 70605. The Board shall hold a hearing within 30 days after the patron's notice has been filed. The appellant shall be notified at least 10 days before the hearing. 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 Calcasieu Parish Public Library Board shall conduct the hearing. Within 30 days of the completion of the hearing, the Board shall issue a written decision stating the reasons therefore. The Board shall have the power to affirm or reverse the written determination. The decision shall be a final determination for the purposes of review and appeals. Alternatively, the Board may refer the case back to the Director with instructions for reconsideration.

## **Noncompliance with Eviction or Ban**

Any person who is asked to leave the library as a result of the violation of these guidelines and refuses to do so 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 has been banned from the library will also be subject to arrest and prosecution for trespassing.