

Library Conduct Policy:

Purpose statement:

New Madrid County Library is committed to providing a high level of service to all patrons. To create an environment where the entire community can use the library's resources, services, and programs effectively, we ask that all patrons follow the conduct policy outlined below. These rules are illustrative and not exhaustive. Library staff will follow established procedures to ensure the protection of all patrons and maintain a disruption-free environment in accordance with this policy.

Individuals or groups engaging in activities defined as unacceptable conduct will be subject to library use restrictions, up to and including loss of library privileges. The nature and length of such restrictions will be decided by the Director (or the Director's appointed representative.) based on the circumstances of the infraction. Patrons who have been suspended or banned will have the right to appeal the decision by writing a letter to the board which will be reviewed at the next regularly scheduled board meeting.

Patron Responsibilities:

- A. Library patrons are expected to be engaged in productive use of the library's resources and space. The following guidelines are not to be considered rigid policy.
- B. The following are examples of unacceptable behavior:
 - 1. Acts such as mutilation, defacement, or theft of library property.
 - 2. Acts of violence or threats of such acts.
 - 3. Acts or actions that disrupt peaceful use of library service by any patron, including loud conversations, strong smells, or destructive behavior.
 - 4. Comments, acts, or actions that involve harassment of any type.
 - 5. Smoking, vaping, or ingesting of any tobacco or marijuana products in the library. Consuming or possessing alcoholic or controlled substances on library grounds, or being under the influence of alcohol or controlled substances in a manner that disrupts library staff and patrons.
 - 6. Bringing animals inside library buildings. Animals are not allowed inside the library unless they are part of library programming or qualify as service animals as defined by the Americans with Disabilities Act (ADA) and Missouri Disability Laws. Emotional Support Animals are not covered by the ADA and are not allowed into any of the library branches.
 - 7. Entering unauthorized work spaces.
 - 8. Blocking of aisles or traffic-ways in a manner that impedes access by others.
 - 9. Eating or drinking within the library, except in cases of medical necessity.
 - 10. Interfering with staff members' performance of duties. This includes, but is not limited to: engaging in conversation or behavior that monopolizes staff for an inappropriate period of time; making inappropriate personal comments, sexual advances, verbal or physical harassment, or refusing to comply with staff requests.
 - 11. Soliciting funds or panhandling.
 - 12. Any other acts or actions not otherwise listed that would constitute criminal action, whether misdemeanors or felonies.
 - 13. Using any library workstation for illegal or criminal purposes.
 - 14. Engaging in any activity that is deliberately and maliciously offensive, libelous, or slanderous.
 - 15. Violating the Internet Acceptable Use policy.