

SCOTT COUNTY LIBRARY  
CUSTOMER CODE OF CONDUCT

At the Scott County Library, we strive for every customer to enjoy library materials and services in a safe, welcoming, and vibrant community space. In order to preserve that opportunity, we ask customers to be respectful of each other and act in a manner that does not disrupt other customers or staff.

The purpose of this Code of Conduct is to establish clear expectations for customer behavior in the library so that we can:

- Promote a safe, clean, and welcoming environment for all customers, staff, and volunteers
- Make it possible for everyone to access library materials, services, and facilities
- Create spaces conducive to learning and enrichment in a variety of forms, from quiet study to lively interaction

Prohibited library conduct includes, but is not limited to:

- All illegal activities
- Any individual or group activity which is unreasonably disturbing or disruptive to staff or customers
- Behavior inconsistent with activities such as reading, studying, and other proper uses of library space and resources
- Damaging, defacing, destroying, or stealing library property
- Smoking, consuming alcohol, or using electronic smoking devices on premises
- Bringing in animals, other than service animals, service animals in training, or animals included in an event sponsored by the library
- Fighting and/or using profane, harassing, or abusive language
- Leaving children under age 8 unattended

When possible and applicable, staff will first inform individuals or groups about these guidelines before taking stronger measures to enforce them. The individual or group will be asked to correct the problem behavior to conform to the guidelines. If such change is not evident, that individual or group may be asked to leave the library. Failure to leave if asked may result in the police being called and a possible charge of criminal trespass.

### **Children in the Library**

Children under the age of 8 must be supervised and in view of a responsible caregiver. Parents and caregivers are solely responsible for the behavior and safety of their children in the library, whether or not a parent or caregiver is present.

If a child under the age of 8 is left unattended, library staff may attempt to contact the parent or caregiver. If a parent or caregiver cannot be located or reached, staff may contact local law enforcement.

Parents and caregivers can help us by making sure their children understand the expectations for behavior in the library and that they know who to contact in an emergency.