

SCOTT COUNTY LIBRARY
CUSTOMER CODE OF CONDUCT

At the Scott County Library, we are committed to creating exceptional experiences for every customer in a safe and welcoming atmosphere. We ask customers and staff to share responsibilities to ensure that atmosphere is maintained at all times. The following guidelines define behaviors and activities that are and are not allowed in the library and on library grounds. Library staff will enforce these guidelines consistently and impartially.

Appropriate library conduct includes:

- Courteous interaction with other customers and library staff
- Activities such as reading, studying, and other proper uses of library space and resources
- Maintaining appropriate noise levels; behaving responsibly
- Maintaining a clean environment

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
- Carrying, consuming, and/or being under the influence of drugs or alcohol
- Smoking or use of electronic smoking devices
- Bringing animals, other than service animals, into the library
- Profane, obscene, or abusive language or behavior
- Leaving children under age 8 unattended

When possible, staff will first educate 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 will 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

Library staff is dedicated to providing a welcoming environment that encourages children to visit the library, use library resources, and attend programs. We are available to help and support children in using the library; however, we are not equipped to serve as a daycare facility and cannot be responsible for supervising children. 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. Disruptive children of any age, attended or unattended, may be asked to leave the library.

Children under the age of 8 must be supervised and in view of a responsible caregiver. If a child under the age of 8 is left unattended, library staff will attempt to contact the parent or caregiver immediately. If a parent or caregiver cannot be located or reached, staff will contact local law enforcement.

Appropriate conduct is as important for children as it is for adults. 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. Together, we can ensure that every child's library experience is a positive one in a welcoming environment.