



HIGHLANDS COUNTY BOARD OF COUNTY COMMISSIONERS

Highlands County Library System

Highlands County Library System Patron Code of Conduct

This document outlines conduct and behavior that is not allowed in the Highlands County Libraries, as well as the action staff are approved to take as a result of violation of the code of conduct.

Approved:
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Code of Conduct

Section 1: Offense Chart

Nuisances:	Abuses:	Automatic Trespass
<i>These actions may result in the patron receiving a warning from library staff and/or the patron being asked to leave for subsequent offenses.</i>	<i>These actions may result in the patron being asked to leave and for continued or subsequent offenses, possibly contacting law enforcement to initiate trespass proceedings at the library branch.</i>	<i>These actions will result in contact of law enforcement to initiate trespass proceedings against the patron at the library branch.</i>
Any animals other than Service Animals (This rule does not apply to library sponsored programming involving animals)	Verbal abuse of other patrons or staff	Previously trespassed and entering the library
Taking phone calls or using electronic devices on speaker	Drunken/disorderly conduct	Illegal activities
Running, throwing things, horseplay of any type		Willfully damaging library/County property
Blocking doors, aisles, entrances and exits	Unauthorized trespassing in non-public areas	Fighting
Possessing beverages without a lid	Computer misuse (including attempting to access websites prohibited by the library or using library computers in an unlawful manner or in an unintended manner)	Verbal or physical threats to others
Food (This rule does not apply to library sponsored programming involving food)		Possession of weapons
Tobacco Use/Vaping		Repeated drunken/disorderly conduct
Inappropriate use of the bathroom		Sexually inappropriate conduct
Bikes, scooters, shopping carts, wagons or other similar equipment in the library		Indecent exposure/nudity
Unattended children (under the age of 10 years old)		

Unwanted personal contact or harassment of others		

Section 2: Library Rules

Below outlines the code of conduct that all library visitors and patrons are expected to follow. Violation of these rules will result in actions taken as outlined in the chart in Section 1.

1. No animals other than Service Animals Service Animals are individually trained to do work or perform tasks for persons with disabilities. Service Animals are to remain on a leash and be under the control of the person for whom the animal is performing tasks. Comfort or emotional support animals are not Service Animals. This rule does not apply to library sponsored programming involving animals.
2. Phone calls must be taken outside. The only exception is patrons completing forms or applications on the library public computers and the phone call is providing assistance to the patron. Regardless, such calls cannot be used on speaker.
3. Headphones or earbuds must be used in all devices that emit sound. This includes personal devices and public library devices.
4. Running, throwing things or any other activities deemed as horseplay are prohibited in the library.
5. Only beverages with a lid are allowed.
6. No food is allowed in the library. This rule does not apply to library sponsored programming involving food.
7. Tobacco use and vaping are not allowed in the library or on library property.
8. Bathrooms must be used as intended.
9. Bikes, scooters, shopping carts, wagons or other similar type equipment are not permitted in the library. It is the patron's responsibility to secure any modes of transportation, including locking of vehicles and using a lock and chain to secure bikes and scooters to the bike racks provided in the parking lot.
10. Children under the age of 10, are not permitted to be alone in the library. Parents/caregivers must be present at all times in the library building. Parents/caregivers will be contacted to pick up their child, and if parents/caregivers cannot be reached, staff may contact local authorities to assist with locating parents/caregivers.
11. No patron shall touch or otherwise harass other patrons or staff.
12. Verbal and physical abuse of other library patrons and/or staff is not accepted.

13. Drunken and disorderly conduct will not be tolerated.
14. Areas reserved for staff and authorized volunteers are marked as such, and patrons are not permitted to access these areas.
15. Youth/children areas of the library are labeled for use of persons under the age of 18. No persons over the age of 18, are permitted to be in such areas unless accompanying a child or retrieving an item to borrow.
16. No materials are permitted to be posted except in approved areas.
17. Library computers are designed for public use. Patrons are required to adhere to the computer use policy displayed on the computer when logging in utilizing library or guest credentials. Public libraries follow the CIPA (Child Internet Protection Act) and patrons are not permitted to access any websites that violate this Act. Computers and accessories should also remain as set up by library staff, and may not be unplugged or moved by library patrons.
18. Library staff members reserve the right to contact law enforcement to initiate trespass proceedings without warning for patrons who:
 - are in violation of a previously issued trespass;
 - are engaged in illegal activities;
 - have willfully damaged library/County property
 - are fighting;
 - physical or verbal abuse of other library patrons and/or staff;
 - possession of weapons;
 - repeated drunken or disorderly conduct;
 - sexually explicit behaviors; and
 - nudity or indecent exposure.