

## La Crosse Public Library Patron Expectations and Behavior Guidelines

The library is a place where everyone is welcome to meet, create, learn, and discover. To ensure that the La Crosse Public Library maintains a pleasant and productive environment, all patrons are expected to follow approved behavioral guidelines.

### **Patron Expectations**

As a user of the La Crosse Public Library, you can expect to

- Receive friendly, courteous, and respectful service;
- Have free and equal access to information;
- Have a clean, comfortable, and pleasant environment;
- Feel secure that we will hold your patron record as confidential; and
- Use the library undisturbed without threat of harm, invasion of property, interference, or discrimination.

### **Behavior Guidelines**

The following actions and behaviors are not allowed in the Library:

- Inappropriate dress: i.e., no shirt, no shoes
- Creating unreasonable noise or mess
- Smoking, including electronic smoking devices; rolling cigarettes
- Sleeping
- Loitering
- Bullying
- Offensive and pervasive odors which are a nuisance to customers and staff
- Soliciting, panhandling, gambling
- Monopolizing or obstructing library space, including the entries
- Improper use of library facilities and/or equipment, to include, but not limited to: bathing, shaving, or washing clothes
- Violating Library policies and/or guidelines
- Violating local ordinances, state and/or federal laws

Parents, guardians, or other caregivers are responsible for their children and their behavior while their children are in the Library. Children under the age of eight must be accompanied at all times by a responsible caregiver.

Any person committing a criminal act on Library premises, or using Library resources, in violation of the law, including acts of vandalism or theft, will be subject to prosecution.

The Library abides by federal ADA law regarding service animals.

### **Suspensions**

Customers who fail to abide by the Library's policies are subject to suspension of their Library privileges, which includes all three library properties.

Suspension of privileges will be determined by Security or senior library staff. Those who are suspended for less than a month may request to be reinstated by talking to any manager or full-time security personnel. Such individuals may enter the Main library long enough to request an appointment or by calling Cynthia Arauz at 608-789-4909. Those who are suspended for longer than a month must request a reinstatement meeting with the Director by calling 608-789-7123.