

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.

These expectations and behavior guidelines where applicable include inside and outside areas of the La Crosse Public Library. It also includes telephone, postal, digital, and electronic contact and communication.

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

- Shirts and shoes must be worn in the library.
- Consumption of food is limited to pre-packaged or wrapped items that are consumed by an individual and are not damaging to library collections, computers, furnishings, or distracting to others. No outside delivery of food is permitted. Patrons must discard all trash in appropriate receptacles.
- Use of all tobacco, smoking, vaping, or rolling products are prohibited throughout the library building and on library property.
- Patrons sleeping in the library will be awakened by library staff if there is concern for the patron's health or well-being, or if the patron's sleep is disturbing others. Intentional sleeping in the library is prohibited.
- Creating a disturbance by making noise, talking loudly, whistling, singing, using profanity, using hate speech, running, or engaging in other disruptive behavior is prohibited. This includes stalking, prolonged staring at or following another with the intent to annoy, or intentionally behaving in a manner that could reasonably be expected to annoy or disturb other patrons or staff.
- Offensive odors that are a nuisance to patrons and staff are prohibited.
- Soliciting, panhandling, gambling in any form is not allowed.
- Monopolizing or obstructing library space, including aisles, walkways, entryways, or staircases. Bicycles may not in any way interfere with entering or exiting the library, and they should be parked in the bicycle racks that are provided.
- Excessive patron bags/belongings are not allowed. You must be able to carry/move all of your items simultaneously in order to keep everything with you at all times. You are responsible for all of your belongings at all times while at the library.

- Improper use of library restrooms, including, but not limited to: bathing, shaving, hair trimming, laundering, loitering, and sleeping is prohibited.
- Violating local ordinances, state and/or federal laws in the library or on library property is forbidden.
- 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 seven 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 & Banning

When possible, staff will first educate individuals about the applicable policies before taking stronger measures to enforce those policies. In situations where library staff feel that the health, safety or security of library patrons or staff are threatened, they may take any and all appropriate action including, but not limited to, calling the police for assistance.

Patrons who fail to abide by the Library's policies are subject to suspension and/or banning of their Library privileges, which includes all three library properties and the services they offer. Suspension/Banning of privileges will be determined by Patron Relations or senior library staff. Those who are suspended for less than a month may request to be reinstated by talking to any manager or Patron Relations staff. Such individuals may enter the Main library long enough to request an appointment or by calling Patron Relations at 608-789-7129. Those who are suspended for longer than a month must request a reinstatement meeting with the Director by calling 608-789-7123.

Alternative Juvenile Suspensions & Banning Procedure

Discretionary Limited Library Use for Juveniles: As an alternative to suspending/banning a juvenile, a manager or Patron Relations may limit a juvenile from independent use of the La Crosse Public Library and the services offered for a period of time based on the severity of behavior. The juvenile whose library use is limited may use the library during the specified period only when the juvenile is accompanied by a responsible parent or guardian. Failure to abide by the limited use suspension may lead to banning of the juvenile.

“Every public library shall be free for the use of the inhabitants of the municipality by which it is established and maintained, subject to such reasonable regulations as the library board prescribes in order to render its use most beneficial to the greatest number. The library board may exclude from the use of the public library all persons who willfully violate such regulations.”

Wisconsin State Statute section 43.52(2)