



C-004

Richmond Heights Memorial Library PATRON CODE OF CONDUCT

The Richmond Heights Memorial Library strives to provide a safe and welcoming environment for all library users. Patrons are expected to show respect for all library users and Library staff. We require that visitors comply with all Library policies and instructions given by Library staff, including instructions on posted signage. All visitors are required to observe the following rules of conduct:

- Engaging in any illegal activity or behavior will not be permitted. The violation of any federal or state statutes or local ordinances on the premises of the Richmond Heights Memorial Library will be regarded as a violation of Library rules.
- Patrons may not behave in a disorderly or disruptive manner. The use of profane or threatening language or other harassment of library users or Library staff will not be permitted.
- Weapons are prohibited on Library property.
- Selling, soliciting, panhandling, or loitering on Library property is not permitted.
- Tobacco use and smoking in all forms is not permitted on Library property.
- Entering Library property while under the influence of drugs or alcohol is prohibited. The consumption of alcoholic beverages is prohibited with the exception of Library-sponsored events.
- As outlined in the Library's [Public Internet Use Policy C-005](#), patrons may not display images or materials which may reasonably be construed as obscene under federal or Missouri law while using the library's computers or personal electronic devices accessing the library's wireless network. Minor patrons may not display images or materials that are harmful to minors or pornographic to minors under federal or Missouri law.
- Shoes and shirts must be worn at all times while in the Library.
- Neglecting personal hygiene so that it is offensive or poses a health risk to other patrons will not be allowed on Library property.
- Bathing, shaving, or washing clothes in public restrooms is not permitted.
- Consuming food or beverages in a manner that creates an unclean environment, attracts insects or vermin, disrupts other patrons, or is harmful to Library resources is not permitted.
- Sleeping in any part of the Library facility, including the foyer or outdoor entrance area, is not permitted.
- The taking of photos and videos is restricted to uses as outlined in the Library's [Photography and Recording Policy C-007](#).
- Children under ten, or persons of any age with mental, physical, or emotional needs who require supervision, must be accompanied and supervised by a responsible adult or caregiver age 18 or older.
- Animals are not permitted on Library property except service dogs assisting persons with disabilities, or as part of a Library program.
- Library patrons may not post notices or distribute leaflets without the authorization of the Library Director, as outlined in the Library's [Public Forum Areas policy C-009](#).



- Petitioners or signature gatherers will be restricted to areas outside the Library where they cannot impede traffic or harass library users or staff.
- All Library materials must be checked out before removing them from the building.

Consequences for violation of the Richmond Heights Memorial Library Code of Conduct or the commission of illegal conduct in the library may include:

- *Verbal and/or written warning.* The Library staff member in charge will, when reasonably possible, advise the individual of the applicable rule and violation verbally and/or in writing and if reasonably possible, afford the individual with an opportunity to address the alleged violation before implementing a further consequence;
- *Suspension of all library privileges including instruction to leave the library immediately and not to return to the Library facility for the rest of the day.* This consequence may be implemented in the case of repeat violations after one or more warnings, or violations requiring immediate action, in consideration of the severity of the violation as determined by the Library staff member in charge;
- *Suspension of all library privileges, including removal from, and denial of access to, all in-person Library services and the facility for a period ranging from more than one day to one year.* This consequence may be implemented in the case of repeat violations after one or more warnings, or violations requiring immediate action, in consideration of the severity of the violation, where a one-day suspension is inadequate, as determined by the Director or Assistant Director;
- *Permanent suspension of all library privileges.* This consequence may be implemented in extreme cases involving illegal behavior or repeated suspensions with no positive change in behavior.

Patrons whose Library privileges have been suspended for one month or more will be notified by means of certified mail to their last known address. Local law enforcement will also be notified of the suspension.

Failure to comply with a Library staff member's request to leave the premises may result in a referral to law enforcement. Once notification of the suspension of Library privileges has been communicated to the patron, further attempts to access Library services may result in an extension of the suspension and a referral to law enforcement for trespassing.

The revocation of privileges may be appealed in writing to the Library Director within 10 days of receiving notice of the revocation.

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