

The West Bend Public Library is a welcoming space for everyone. We are committed to providing a safe, comfortable, and inclusive environment where all people can explore, learn, and connect. This policy helps ensure that everyone can enjoy the Library's spaces, services, and programs.

## **1. Where This Policy Applies**

This policy applies in all Library spaces, on Library grounds, at off-site programs, and in all forms of communication with staff (including phone, email, website, and social media).

## **2. What We Ask of You**

To help keep the Library a positive place for all, we ask that you:

- Be respectful of others and their use of the Library
- Help maintain a safe and welcoming environment
- Take care of Library spaces, materials, and equipment
- Follow the law and Library policies
- Listen to and follow reasonable requests from Library staff

## **3. Behaviors Not Allowed**

To protect everyone's ability to use the Library, the following behaviors are not allowed:

- Harassing, threatening, or harming others
- Being loud or disruptive
- Ignoring reasonable directions from staff
- Acting in ways that could cause injury or unsafe conditions
- Damaging, defacing, or taking Library property
- Blocking walkways, entrances, or access to services
- Using phones or other devices in a way that disturbs others
- Selling, soliciting, or distributing materials without permission
- Using alcohol or illegal drugs, except at approved events
- Smoking or vaping in Library spaces
- Bringing in animals other than service animals
- Not wearing appropriate clothing (shoes and shirts are required)
- Creating strong odors that interfere with others' use of the Library
- Viewing or displaying obscene or offensive material in shared spaces
- Engaging in sexual misconduct or harassment
- Using restrooms for unintended purposes (such as bathing or laundry)
- Staying in the Library after closing
- Any activity that is not consistent with normal Library use

#### 4. How We Handle Concerns

Library staff are here to help and will address concerns in a fair, respectful, and consistent way. When possible, we will start with a friendly reminder.

If behavior continues or is serious, staff may:

- Ask you to stop the behavior
- Ask you to leave for the day
- Temporarily suspend Library privileges
- Issue a longer suspension for repeated or serious concerns
- Contact law enforcement if needed

If you do not follow staff directions, you may be asked to leave immediately.

The Library Director (or designee) reviews suspensions. You may appeal a decision in writing following Library procedures.

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