



Code of Conduct Policy

BOARD POLICY

Pikes Peak Library District (PPLD) welcomes every member of the community to use and enjoy the Library’s facilities, collections, programs, and services. The Code of Conduct Policy defines expectations for behavior for all patrons regardless of age.

Library patrons are expected to:

- Respect other patrons and library staff.
- Respect library property.
- Obey the law.
- Comply with requests from staff.

DISTRICT PROCEDURES

A. PPLD’s Code of Conduct applies to all patrons. It applies everywhere that the Library provides service, whether on Library property, in the community, through our website or social media, and by phone or email. Parents, guardians, or designated caregivers are responsible for their child’s personal safety and behavior at all times.

B. Library staff will intervene to stop prohibited activities and behaviors. Failure to comply with the Code of Conduct may result in expulsion from the Library with revocation of library privileges or in arrest and possibly prosecution.

C. The following are examples of behavior and activities that are not allowed:

<p style="text-align: center;">UNSAFE OR DISRUPTIVE TO OTHERS</p> <p>Any activity that unreasonably interferes with others’ use and enjoyment of the Library or with the functioning of Library staff</p>	<p>Examples (including but not limited to):</p> <ul style="list-style-type: none"> • Interfering with Library employees in the performance of their duties, : inappropriate personal comments, staring, sexual advances, or physical and/or verbal harassment • Interfering with the free passage of staff or others
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	<ul style="list-style-type: none"> • Use of profane, obscene, or aggressive language and/or gestures and excessive displays of affection • Activities or behaviors that may result in injury or harm to self or others • Violation of PPLD’s Pet/Service Animal Procedure. • Wearing clothing that violates other components of PPLD’s Code of Conduct expectations (profane, obscene language, sexual reference, etc.) • Noise considered loud enough to impact other Library users’ experience negatively • Bodily hygiene or scent so strong as to constitute a nuisance to others • Violation of PPLD’s Child Safety Policy • Use of tobacco or marijuana products, including chewing tobacco, synthetic tobacco products, or electronic cigarettes(smokeless or their equivalent) on Library property. • Violation of PPLD’s Food and Drink Policy
<p style="text-align: center;">INAPPROPRIATE USE OF LIBRARY PRIVILEGES OR PROPERTY</p> <p>Using Library privileges, materials, equipment, fixtures, furniture, buildings or grounds in any manner other than intended</p>	<p>Examples (including but not limited to):</p> <ul style="list-style-type: none"> • Entering non-public areas in the Library without authorization • Posting signs on Library property without approval • Activities or behavior that may result in damage to Library property or property of others • Violation of PPLD’s Personal Belongings Policy • Habitual sleeping on Library property • Use of restrooms for bathing, shaving, or washing hair or clothes • Any solicitation inside or outside of Library property without prior approval if needed (SEE Solicitation Policy.) • Violation of PPLD’s Patron Computer Use Policy • Use of Library equipment or materials that present a health or sanitation concern

<p style="text-align: center;">ILLEGAL</p> <p>Any observable behavior that is prohibited by law</p>	<p>Examples (including but not limited to):</p> <ul style="list-style-type: none"> • Intimidating, threatening, or harassing behavior towards other patrons or staff • Theft • Viewing or printing child pornography • Open display and/or open carry of firearms or other weapons including knives • Use, display, or distribution of alcohol or illegal drugs • Public intoxication
<p style="text-align: center;">NONCOMPLIANCE WITH STAFF</p> <p>Ignoring requests or disobeying the direction of a Library staff member</p>	

Suspension Procedures:

1. If a patron violates a PPLD policy, any Library staff member may ask them to leave for the day. The patron will be verbally notified of the reason and will be asked to depart the Library facility for the remainder of the day. The patron will be welcome to return on the next open day of business. Patrons who refuse to comply with the one-day notification, or return to the facility the same day, will then have their Library privileges suspended.
2. If a more serious violation of a PPLD policy occurs, the person in charge at any PPLD facility or a Security Officer may suspend the Library privileges of said patron. This includes access to all activities, services, and facilities.
3. A patron whose Library privileges are suspended will be verbally notified of the reason for the suspension and handed a suspension letter with PPLD’s [Suspension Appeal Form](#).
4. If a patron has been suspended and then returns for any reason other than to schedule an appeal meeting or to inquire about the suspension process with staff, that patron is trespassing. This includes all PPLD properties and facilities.
5. PPLD will call the police and request that any trespassing individuals are removed from the Library facility and charged.
6. An incident report will be written by either the Security Officer or the person in charge of handing out the suspension. This report may include photographs or recordings of the suspended patrons for inclusion in the security report database.

Right of Suspension Appeal:

1. It is the responsibility of the suspended patron to initiate the appeals process.
2. A patron whose Library privileges have been suspended has several avenues available to schedule a meeting and appeal the suspension.
 - a. Suspended patrons can fill out the [Suspension Appeal Form](#), which is attached to the suspension letter and available online. This can be mailed to PPLD or dropped off at any PPLD facility. A Security staff member will contact the suspended patron once the appeal is received to schedule the meeting, OR
 - b. Suspended patrons can call the Security Operations Center directly to schedule an appeal meeting, OR
 - c. Suspended patrons can come into any PPLD facility to schedule an appeal meeting through Library staff.
3. Suspension appeal meetings are held twice a month on a bi-weekly basis. Meetings are attended by a member of PPLD's Security Leadership and Community Resources team, any specific witness needed, and the suspended patron.
4. The decision of the suspension appeal meeting may be appealed to PPLD's Chief Librarian and CEO in writing. The Chief Librarian's decision is final.
5. Suspended patrons whose appeal has been denied are welcome to resubmit an appeal through the process at a later time if they feel personal actions or other circumstances have been remedied or they have addressed the cause of the original suspension.