

## **Kelso Public Library**

### **Policy No. 101**

#### **Library Use Policy**

##### **Purpose of the Library Use Policy**

101.1 The purpose of the Library Use Policy is to affirm the rights of all people to free and equal access to information and use of the Library without discrimination, intimidation, threat of harm or invasion of privacy. The Kelso Public Library is dedicated to providing a friendly, courteous and respectful experience. The Kelso Public Library strives to provide an enjoyable, clean and comfortable environment for all Library users.

##### **Policies**

101.2 The Kelso Public Library is committed to providing a safe and secure environment for all. Committing or attempting to commit any activity that would constitute a violation of any federal, state or local criminal law or ordinance is prohibited on Kelso Public Library property. Examples of prohibited activities include but are not limited to:

- a) Possessing, consuming, selling or being under the influence of alcohol, illegal drugs, or other substances.
- b) Soliciting, panhandling or gambling.
- c) Trespassing or entering Library property when prohibited from doing so.
- d) Sexual, physical, verbal, written, or other harassment including bullying any patron or staff member on the basis of their sexual orientation or gender identity.
- e) Impeding passageways through physical presence or with personal property.
- f) Leaving personal property unattended. Items left unattended will be removed.
- g) Fraudulent use of another person's Library Card or account number.
- h) Fighting or challenging to fight, running, shoving, or throwing objects.

101.3 The Kelso Public Library patrons and staff expect a comfortable and welcoming environment. Mutual respect makes it possible for everyone to enjoy library materials and services. We ask Library users to be respectful of each other and behave in a manner that does not disrupt others or interfere with normal operation of the Library. Examples of prohibited disruptive behaviors include but are not limited to:

- a) Sleeping, except for attended individuals such as children under the supervision of a parent or guardian.
- b) Using threatening, vulgar, or abusive language.
- c) Creating unreasonable noise. Using audible devices without headphones set at a volume level that disturbs others.
- d) Riding any wheeled device not intended for disabled or ADA mobility, such as a bicycle, scooter, skateboard, or rollerblades in the Library.
- e) Failing to comply with a staff request, unauthorized entry in a staff area or failure to leave the library during emergencies and at closing time.

f) Campaigning, petitioning, interviewing, survey taking, posting notices, fundraising or selling, unless authorized by the Director or their designee.

101.4 The Kelso Public Library will maintain a healthy and clean environment for all Library users. Considerate consumption of snack food or a covered beverage is allowed in public areas of the Library, except near computers, unless otherwise noted. Examples of prohibitive behaviors that are not conducive to providing a clean and hygienic environment include but are not limited to:

- a) Shoes and clothing covering the body are required to be worn within the Library.
- b) Using cigarettes, e-cigarettes, chewing tobacco or other tobacco.
- c) Personal hygiene, odor, excessive perfumes, or scent that constitutes a nuisance to others or poses a health risk. Staff will address the source of any offensive odors.
- d) Bringing animals inside the Library, with the exception of service animals and those allowed during special Library programs.
- e) Introducing bed bugs or other pests via returned materials or personal belongings.

101.5 The Kelso Public Library is responsible for protecting collections, equipment and property for present and future users. Intentionally damaging, destroying or theft of any materials, equipment or property belonging to the Library, another patron or staff member is prohibited.

- a) Returning materials with odors that prevent the item to be returned to the shelf upon being checked in is prohibited and may result in borrowing privileges being temporarily suspended.

### **Enforcement of Library Policies**

101.6 The Library Director is responsible for establishing Library policies and procedures to carry out and enforce Library Policies.

101.7 Enforcement of the Library Policies will be conducted in a fair and reasonable manner. Individuals may not be aware that their conduct is disruptive.

101.8 Library staff, Kelso Police Department and/or other trained professionals will intervene to inform and stop prohibited activities and behaviors.

101.9 Individuals who fail to observe the Library Policies may have their Library privileges revoked, be asked to leave the Library building and property, be trespassed from the Library for a period of time, be subject to arrest, or be subject to other lawful action.

101.10 Violators of less egregious prohibited behaviors (i.e., Creating unreasonable noise) will be given up to two warnings at the discretion of staff and may be excluded for up to one month. Consequences for repeated behavioral infractions of the same or similar nature may have cumulative exclusions (i.e., one day, one week, one month, and one year) at the discretion of the Library Director or their designee. The Library reserves the right to trespass repeat offenders through the appropriate law enforcement agency.

101.11 Violators of more egregious prohibited behaviors (i.e., Fighting) will be immediately excluded from the Library without prior warning at discretion of library staff and will be excluded for a minimum of one year.

### **Right of Appeal**

101.12 The Library Director is responsible for establishing procedures for policy implementation and for making the policies available to the public in the Library and via the Library's website. The Library Director may authorize qualified staff to assist with these responsibilities. All library staff members are expected to apply library policy in a fair, reasonable, and positive manner.

101.13 The Library recognizes the right of individual patrons to question the way that library policies have been applied. The following appeal process applies to any library policy that does not include a specific appeal procedure.

- a) When a patron disagrees with the way a policy has been interpreted or applied, they may notify any staff member of their concern. Staff will attempt to explain or resolve the situation at the branch level or in consultation with other staff members such as a Senior Library Assistant.
- b) If the patron wishes to appeal, they have up to fourteen calendar days to appeal by submitting the concern in writing to the Library Director.
- c) The Library Director will review the complaint and appeal submission and respond to the appeal submission within fourteen calendar days of receiving it. All enforcement decisions of the Library Director are final decisions of the City.

### **Reinstatement of Library Privileges**

101.14 Individuals who have been banned from, or borrowing privileges suspended at, the Library may request a re-evaluation of the banning and reinstatement of their library privileges.

101.15 Requests for reinstatement of privileges lost due to behavior in conflict with the Library Use Policy must be submitted in writing to the Library Director. Requests should include a statement demonstrating an understanding of why the behavior that resulted in the loss of privileges is unacceptable in Library facilities and an affirmation that the individual is aware of and understands the expectations for appropriate behavior within the Library.

- a) Factors to be considered during the evaluation of the reinstatement request for include the details of the incident that led to the banning, the length of time since the banning, the status of the individual's Library account, completion of any requirements imposed by the Court as a result of the incident that resulted in the banning, and any other information that would attest to the fact that remediation of the behavior that led to the banning has been achieved.

101.16 Individuals who have had Library privileges suspended for health and safety reasons (i.e., scents that constitutes a nuisance to others or poses a health risk) may request reinstatement upon the ability to demonstrate that the situation that resulted in loss of privileges has been resolved.

- 101.17 For reinstatement requests relating to suspensions due to pest infestation, decisions will be made based upon evidence showing that the address in question has been inspected with no sign of infestation or that the residence has been treated. Confirming information may include copies of receipts for treatment, a letter from a licensed pest control company or a written statement from the owner or property manager of a multi-family rental residence. In some circumstances, proof of a change of residential address may also be accepted.
- 101.18 The Director of the Library will make decisions about reinstatement of privileges in all cases except those based upon threats or physical harm to another person or possession of a weapon within a Library facility. All enforcement decisions of the Library Director are final decisions of the City.

Signed this 15<sup>th</sup> day of October, 2024



Andrew Hamilton, City Manager



Erik Moser, Library Director

#### Revision History

- Original Adoption: March 2023
- Revised: October 2024