

# Customer Conduct Policy

Effective September 21, 2022

1. The general atmosphere of the library is intended to be conversational. Overly loud or boisterous communication will be addressed by the library staff.
2. Patron/customer requests to be served by employees of a particular race, gender identity, creed, belief, appearance, etc. will not be honored.
3. Food and covered drinks are permitted in the library except for at computer workstations.
4. Sunglasses must be removed, and faces must be visible.
5. Dress must be decent.
6. Use of alcohol, tobacco, and marijuana on library property is prohibited.
7. Profanity and vulgar language is not tolerated.
8. Stalking behavior exhibited toward library employees and other customers is not tolerated.
9. Sleeping is not permitted in the library.
10. Persons who are sick, carry lice, or otherwise present a health and/or hygiene risk to employees or other customers will be directed to leave the facility until the sickness has cleared and/or the concern(s) is addressed. In certain circumstances this may require written documentation from a medical doctor.
11. Parental supervision of habitually unruly or non-compliant minors may be required. Unruly and/or noncompliant, unattended minors will be turned over to the custody of the local police.
12. Parents are responsible to pick up children by closing or the local police will be called.
13. If a customer is directed to leave the facility, they must do so for the rest of the day. Police will be called if customers do not leave as directed.
14. Repeated or severe policy violations may result in a long-term or permanent ban from all MCLS locations.
15. Criminal activity such as assault, vandalism, and theft will be prosecuted as allowed by law.
16. All policies are to be implemented impartially and equitably at the discretion of library personnel with the option to escalate matters to the local police.

The Mississippi County public libraries strive to be accessible to all citizens. However, if the willful actions of a customer(s)/patron(s) interfere with the effective use of others or with the effective work or service of library employees, in such circumstances, the court systems of the United States have consistently upheld the act of banning patrons/customers from public libraries.