



POLICY & PROCEDURES

Title: Customer Code of Conduct

Number: LS-03

Cancels: January 15, 2020

Approved: February 16, 2023

Review: February 16, 2026

1. PURPOSE AND SCOPE

The Brevard County Library System has adopted this Library Code of Conduct to ensure that all individuals have the ability to access Library materials, services, and programs in a welcoming and positive environment.

The Library strives to provide these opportunities and ensure that patrons and staff have the ability to conduct Library business and pursue the goals of the Library's Mission.

It is our goal to provide the best possible public environment that allows patrons and employees to enter and exit the Library's property without impediment, or distraction from non-Library activities; and to protect Library materials and facilities.

The Library reserves the right to inspect an individual's personal belongings to prevent the removal of Library materials or equipment.

The Library Code of Conduct applies to all Library premises, including buildings, interior and exterior. The Library Code of Conduct applies to all individuals in or on the Library premises.

The violation of any federal, state, or local criminal statute or ordinance will also be regarded as a violation of the Library's Code of Conduct. Any individual issued a Trespass Warning is prohibited from the use of that library for the duration of the trespass. Should they return during that time period an additional trespass and/or arrest is authorized and may occur.

The Library recognizes that not all individuals are familiar with expected appropriate behaviors. As a result, the Library Code of Conduct (see below items 1-24) will be shared in a three-step process:

- 1. First, individuals will be made aware of the required conduct and offered an educational moment about expected behavior in the library. At that time, patrons may be offered a hard copy of the Library Code of Conduct, or staff will share where the Library Code of Conduct is posted in public view.*
- 2. Second, if the behavior continues, staff will again let the individual know and offer them the opportunity to modify their activity/behavior or leave for the day. This would be a second spoken notification*
- 3. Finally, failure to comply with the Library Code of Conduct by modifying behavior or leaving the premises will result in a Trespass Warning issued by the proper local authorities.*

2. GUIDELINES FOR LIBRARY USE – CODE OF CONDUCT

Individuals who violate any of the following items (Number 1-24) will be given an educational moment for the first offense, a verbal warning for the second offense, and upon a third offense will be required to leave the Library premises and may be trespassed. Staff at any time may instruct individuals to leave for the day in an attempt to garner their attention and share that undesirable behavior will have serious consequences if not immediately changed.

1. Failure to comply with or ignore a directive of a Library staff member or security officer.
2. Engage in any conduct that disrupts or interferes with the normal operation of the Library or that disturbs Library staff or individuals. Such conduct includes, but is not limited to: inappropriate language, comments, and gestures or unreasonably loud or boisterous physical behavior, talking or noise.
3. Use of electronic equipment, including but not limited to phones, tablets, headphones, or computers at a volume that disturbs other individuals. It is requested that all cellphone volume be lowered, not used on speaker and callers use low volume when speaking. Calls may be taken outside of the building if louder voices or speaker phones are used. Cell phones should not be used during library programming except for an emergency.
4. Failure to maintain control of personal items by either leaving items unattended, allowing items to block access to Library materials or equipment or by allowing items to interfere with a Library staff member or individual's use of the Library.
5. Bringing into the Library visible bedding. Blankets for small children are acceptable.

6. Bringing into the Library more than 2 bags, containers or other items measuring more than 24" x 20" x 15". Bags must be in control of an individual at all times and leaving items for extended time or asking others patrons to watch personal items for more than a few minutes is not acceptable. The Library must be able to ask individuals to be able to move or leave the building in case of emergency and they must be able to remove their items with them. Any blankets or bedrolls must be in sealed bags or luggage, except for blankets for small children or blankets in a child's stroller. Garbage bags are not allowed. Musical instruments are acceptable but only if they do not violate the Library Code of Conduct and are contained. It is understood that for some authorized library programs items that are larger in nature may be wheeled into a library.
7. Smoking, using tobacco products, electronic cigarettes, or similar devices in undesignated smoking areas.
8. Failure to properly check out Library materials, follow computer access procedures, or comply with established Library lending procedures.
9. Attempting to enter any area designated as a "Staff" area.
10. Improper use of Library restrooms, including but not limited to; washing or drying clothes, bathing or shaving.
11. Failure to wear shoes, tops, and bottoms at all times on Library premises. Exceptions will be made for children under the age of 3 years old in strollers, carriers, infant seats, or other carrying devices.
12. Sleeping, or giving the appearance of sleeping, in or on Library premises.
13. Selling merchandise or services; solicit customers or employees for money, donations, attention, votes, political support, or signatures in or on Library premises except in conjunction with a Library-sponsored activity or program or in accordance with the rules set forth in Brevard County Policy BCC-54.
14. Distributing or posting written materials in or on Library premises without permission from staff.
15. Bringing animals in or on the Library premises, other than those approved as service animals or for the purposes of Library approved events or programs.
16. Use, storage or charging of devices, such as but not limited to, bicycles, skates, rollerblades, onewheels (or similar) skateboards, or scooters in or on Library premises. Bicycles must be parked in designated areas. Skates, rollerblades, skateboards may be carried and/or placed in designated areas when available.
17. Engage in the burning of candles, incense, pyrotechnics, or any type of open flame.
18. Eating is not allowed in the library except as part of an official library program or with approval from the Library Director. Drinks are allowed but must be in a closed container.

19. Wheeled transport is not permitted unless as an assistive device for people with disabilities, or supplied by the library for donations or item collections. Shopping carts with basket/container measuring more than 24" x 20" x 15" are not permitted. It is understood that for some library programs items that are larger in nature may be wheeled into a library.

20. Unless part of a Library program or in an area designated for children, patrons shall not lie down on any floor, table, or seat in the Library or sit or recline on the floor. Putting feet on, or climbing on furniture is not acceptable.

21. Parents or caregivers shall not leave children 10 and under unattended at the Library. The Library requires that a responsible adult or caregiver must accompany children 10 years of age or younger while they are using the Library.

22. Fail to comply with any posted age restrictions in designated youth areas. Adults without children may actively use the collection and take their selections to another area of the library. Adults loitering in the children's area without children will be asked to leave immediately. Adults may not use computers in the children's area unless they are visiting the library with children under their immediate care.

23. Using the library's electricity to charge scooters, electric bicycles, UPS devices, cars or other larger devices. The library has power available for individuals to use inside the building for things like charging cell phones and/or tablets and laptops only. There is not sufficient power to support the charging of scooters, electric bicycles, UPS devices and or cars except for libraries that have designated car charging parking spots.

24. Golf carts, scooters and motorized vehicles must be parked appropriately in designated parking spots and may not block walkways or entrances.

Individuals will be immediately ejected via trespass from the Library premises without warning, prohibited from the future use of that library facility and appropriate authorities will be called for a violation of the following items (Number 25-30):

25. Verbal, physical, or sexual abuse or harassment of any Library staff member or individual. This includes staring, leering, and voyeurism.

26. Individuals who are demonstrating impaired behavior, or appear to be under the influence of, or consuming, possessing, selling or attempting to sell, or distributing or attempting to distribute any alcoholic beverage, as defined under Chapter 561 of the Florida Statutes.

27. Individuals who are demonstrating impaired behavior or appear to be under the influence of, or consuming, possessing, selling, or attempting to sell, or distributing or attempting to distribute any controlled substance as defined under Chapter 893 of the Florida Statutes.

28. Intentional destruction, damage, or defacing of any Library or other individual's property.
29. Trespassing on Library premises after regularly scheduled closing hours.
30. Committing or attempting to commit any activity that would constitute a violation of any federal law, state statute, or local criminal ordinance.

The Library reserves the right to trespass and press charges for any of the following items (Number 31-34). Individuals will be immediately trespassed from the Library premises without warning and prohibited from the future use of the Library Facility.

31. Engage in any sexual conduct as defined under Chapter 800 of the Florida Statutes.
32. Unlawfully carry or illegally use weapons, firearms, slung shots, electric weapons or devices, remote stun guns, destructive devices, or explosives of any kind inside a Library building or on Library premises.
33. Commit assault or battery as defined under Chapter 784 of the Florida Statutes.
34. Commit theft, or attempt to remove library materials by concealment, removal of barcodes/security devices, or by any means other than authorized checkout procedures.

Upon trespass, individuals are prohibited from re-entering the Library location. The written appeal may be submitted and must be received as outlined below within 30 days of the date of the trespass incident.

Procedure for Trespass Appeals:

1. An appeal must be submitted in writing and clearly identify the reason for the appeal.

Appeals may be sent by U.S. mail addressed to:

Brevard County Library Administration
308 Forrest Ave.
Cocoa, Florida 32922

OR by email with the subject line "Trespass Appeal," addressed to [Wendi Bost](mailto:Wendi.Bost@brev.org):

[wbost@brev.org](mailto:wbst@brev.org).

2. Provide an accurate email address or mailing address in your appeal so Library Administration may correspond with you.

3. Within 15 business days of the receipt of an appeal, a committee comprised of the branch's Library Director, Circulation Supervisor and another Staff Librarian will be formed to review the appeal and make a recommendation to the Library Services Director. The Library Services Director will respond in writing within 30 business days of the receipt of the committee's recommendation.

While not an offense subject to trespass, individuals whose personal bodily hygiene is offensive so as to constitute a significant nuisance to other persons will be asked to leave the building and not return until condition has been corrected.



Wendi Bost, Library Services Director

Approved by the Brevard County Library System Board: February 16, 2023