

## **Des Moines Public Library Customer Behavior Policy**

All persons have free and equal access to the Des Moines Public Library (DMPL or Library), its facilities and services during its regular business hours. The DMPL's Customer Behavior Policy has a threefold purpose: to protect the rights and safety of Library customers and volunteers, to protect the rights and safety of staff members, and to preserve the Library's materials, facilities, property, and grounds. This Policy is in effect at all times for all patrons while in the Central Library and any branch of the Library or on Library property. DMPL reserves the right to make temporary changes to this Policy for public or employee safety purposes.

### **Board of Library Trustees**

Wes Graham, President  
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### **Library Director**

Susan Woody

Approved by the Des Moines Public Library Board of Trustees: August 26, 2014. Revised March 21, 2017.  
Revised December 20, 2022. Revised November 21, 2023.

## **ENFORCEMENT OF POLICY AND VIOLATIONS OF LAW**

Violations of the requirements of this Policy or the commission of any crime on Library property will have consequences. To enforce this policy, Library staff are authorized, but not required, to call for police assistance, security guard assistance, or to take other measures reasonably appropriate and necessary.

A violation of any Federal, State of Iowa, Polk County, or City of Des Moines law or regulation may be reported to the appropriate law enforcement agency.

Depending on the severity of the violation of this Policy as determined by the Library Director or designee(s), enforcement may include, but is not limited to, issuance of warning(s), immediate request for removal or involuntary removal from the premises, and suspension for a period of time from the Central Library or one or more Library branches.

Any DMPL patron suspended from the Library for a period of one year or longer shall be entitled to appeal that suspension to the Library Director, or to the Board of Library Trustees if said suspension was ordered by the Library Director. Said appeal shall consist of a written request to the Library Director, or Board if applicable, to reconsider the decision of the DMPL, including a full statement of all of the patron's facts and objections to said suspension, and must be received by the Library Director, or by the Board Clerk or Board President if applicable, at any time during the suspension period. The patron may request that the Library Director, or Board if applicable, take statements from the patron in person; said request is subject to the discretion of the Library Director, or Board if applicable. The applicable DMPL staff will provide any pertinent information in writing to the Library Director, or if applicable the Library Director will provide any pertinent information in writing to the Board, within 30 calendar days of receipt of said appeal. Within 15 business days of receipt of materials from applicable DMPL staff, or if applicable at the next regularly scheduled Board meeting following receipt of materials from the Library Director, the Library Director, or Board if applicable, will review the written record, consisting of the patron's written appeal and the DMPL written materials; will take verbal statements from the patron and from the applicable Library staff, security personnel, or law enforcement official(s), if verbal statements are allowed by the Library Director, or by the Board if applicable; and will act on said appeal. The Library Director, or the Board if applicable, shall uphold the appealed decision if there is reasonable evidence that the underlying violation of this Policy occurred and that said decision was not arbitrary and capricious under the circumstances. Notice of the Library Director's decision, or the Board's decision if applicable, shall be provided to the patron in writing within 10 business days of said decision.

## DMPL Customer Behavior Policy Requirements

1	No DMPL patron shall fail to act in accordance with federal, state, city and local laws.
2	No DMPL patron shall engage in sexual activity of any kind or cause indecent exposure on Library premises.
3	No DMPL patron shall harass (including physical, sexual, verbal, or stalking), intimidate, or discriminate against any member of the Library staff or other patron(s) on Library premises.
4	No DMPL patron shall use or threaten to use weapons of any type on Library premises. No person shall carry a firearm or weapon into the Central Library or other Library branch that is within a "weapons free zone" as defined by Iowa Code Section 724.4A, as allowed by Iowa law. Weapons shall mean any gun, device, or instrument as defined in Iowa Code Chapter 724 or prohibited in Des Moines Municipal Code Chapter 70, Article III, to the extent allowed by State law.
5	No DMPL patron shall refuse to comply with the lawful directive of a Library staff member, security personnel, or law enforcement officer(s).
6	No DMPL patron shall consume, possess, or be under the influence of illicit or intoxicating substances on Library property.
7	No DMPL patron shall use Library property to view sexually explicit images on the Internet or violate the Library's Internet Acceptable Use Policy.
8	No DMPL patron shall enter non-public or locked areas on Library premises, unless accompanied by a staff member or through prior authorization from a staff member.
9	No DMPL patron shall use a false Library card or one that has not been issued to the patron or their dependent(s) by the DMPL. A patron may only use their own Library card to access Library computers or to check out or download materials.
10	No DMPL patron shall disrupt other patrons from using DMPL services. Prohibited disruptions include, but are not limited to, shouting, carrying on loud conversations, or using audible devices without earphones. Cell phone ringers should be set to silent or vibrate.
11	No DMPL patron shall remove Library materials without authorization; authorization is obtained by use of a DMPL Library card. DMPL patrons shall cooperate with staff/security/police to allow belongings to be searched in accordance with State law.
12	No DMPL patron shall smoke, vape, or use tobacco products on Library premises or within 25 (twenty-five) feet of the library entrances.
13	No DMPL patron shall congregate on Library premises in a manner which obstructs, hinders, prevents or disrupts access into or out of the premises or the normal functions carried on in said premises. This policy shall not prohibit peaceful picketing, public speaking, the ordinary conduct of a legitimate business, or other lawful expressions of opinion not in contravention of other laws.
14	Patrons may bring no more than two bags into the library, only one of which may be a small gym bag or school-type backpack. Other acceptable bags are a small store bag, briefcase, laptop bag, messenger bag or purse. Wheeled carts, luggage, bedrolls, and trash bags of any kind are not allowed. Library staff will not store a patron's personal belongings while the patron is in the library.
15	No DMPL patron shall use any collections, equipment, facilities and furniture on the Library premises for any means other than their intended purposes.
16	No DMPL patron shall fail to provide proper supervision of children and dependent(s) for whom they are responsible. A parent or caregiver is responsible for the safety, behavior and well-being of their children at all times on Library property. See DMPL Unattended Child Policy for further details.
17	All DMPL patrons must be fully clothed, including with shirt and shoes.

18	All DMPL patrons must be free of strong, pervasive odors including body odor and odors caused by perfume, cologne or alcohol.
19	All DMPL patrons shall share Library equipment and furniture so that no one person monopolizes Library property or prevents others from using them. Adult patrons shall not use seating in the designated youth area when not accompanied by their minor child(ren).
20	No DMPL patron shall enter the library with animal(s) except for service animals necessary for those with disabilities. Service animals are defined as "any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual or other mental disability" (28 CFR 35.104) and also as any animal which is under control and specially trained to assist a person with a disability (Iowa Code Section 216C.11).
21	No DMPL patron shall consume food or beverages within Library buildings except for those non-alcoholic beverages in lidded containers.
22	No patron shall sleep or exhibit the appearance of sleeping, lay down on the floor, benches, or other furniture, have feet on furniture, or block aisles, exits, or entrances.
23	No DMPL patron shall use Library bathrooms for unreasonable or unintended purposes, including but not limited to bathing and laundering.
24	No DMPL patron shall deposit litter anywhere on Library premises other than in garbage receptacles provided.
25	No DMPL patron shall leave packages, backpacks, luggage, or any other personal items unattended. Personal property must be within sight of the owner. Library staff will not store a patron's personal belongings while patron is in the library and the library is not responsible for theft, damage to, or loss of said personal belongings.
26	Casual, non-professional and non-commercial photography and filming activities in designated public spaces are generally allowed without advanced permission from the Des Moines Public Library. Library staff may terminate any filming or photography that appears to interfere with a patron's use of the Library or the Library's ability to conduct business. Library staff will intervene if filming or photography appears to potentially compromise public safety or security.
27	No DMPL patron shall use skateboards on Library property.