

UPDATED 8/18/2020

**ALL MEMBERS ARE REQUIRED TO FILL OUT THIS APPLICATION TO RECEIVE A *BARCODE MEMBER NUMBER*.**

### Membership/Patron Application

Single Membership Card  
 Family Memberships Card

NAME(S):

\_\_\_\_\_  
**(LAST)**

\_\_\_\_\_  
**(FIRST [PLEASE LIST ALL NAMES THAT CAN USE THE CARD])**

ADDRESS:

\_\_\_\_\_  
(STREET)

\_\_\_\_\_  
(CITY, STATE, ZIP CODE)

PHONE #:

ANOTHER CONTACT PHONE #:

Email address:

By signing your name below, you state that you have read and understand the following Agency Public Library Policy/Procedure for *Patron Responsibilities and Conduct and the Circulation of Materials/Check Out Policy*.

\_\_\_\_\_  
**(Member Signature)**

\_\_\_\_\_  
**(Date)**

\_\_\_\_\_  
Parent/Guardian Signature for "Minor" Members

\_\_\_\_\_  
(Date)

***I have read, understand & agree to comply with the Agency Public Library Computer/Internet policy & rules.***

\_\_\_\_\_  
(Member Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Parent/Guardian Signature for "Minor" Members

\_\_\_\_\_  
(Date)

## **FOR PATRON TO KEEP**

### Agency Public Library Addendum (*adopted March 27, 2012* )

#### III. Patron Responsibilities and Conduct

##### **A. BEHAVIOR POLICY**

PURPOSE OF THIS POLICY - The Agency Public Library will provide a safe, comfortable working environment that is conducive to the use of Library materials either by individuals or by small groups. Patrons are expected to observe the rights of other patrons and staff members and to use the Library for its intended purposes.

##### RESPONSIBILITY FOR ENFORCING THIS POLICY

The primary responsibility for enforcing this policy rests on the Library Director. If the Library Director is not available the responsibility rests on the staff member in charge of the Library when the incident occurs. All library users and employees should be free of any threat of harm, invasion of property, or gross indignity. In an effort to protect these rights for all persons the Library Board has approved the following rules.

##### **Procedure:**

1. Staff members are to use their best professional judgment when enforcing this policy.
2. Irate patrons – All persons working in the public sector must be prepared to handle irate patrons. Responding appropriately to irate or upset patrons can be a difficult task. It is very important that library staff/volunteers be relaxed and poised, not combative or fearful. It is the job of the library staff/volunteer to try to satisfy the concerns of the patron, if at all possible. If it is not possible, the staff should inform the patron of the reasons for the library's inability to comply and provide him/her with a copy of the appropriate policy.
3. In cases where a juvenile refuses to behave appropriately in the Library, the staff member in charge is authorized to call the juvenile's parents.
4. In cases where a patron, whether juvenile or adult, continues to behave in an inappropriate manner after the staff has warned the patron that such behavior is inappropriate, the staff member in charge is authorized to tell the patron to leave, and their Library privileges may be withdrawn until further notice. If the patron refuses to leave, the Library staff/volunteer is authorized to call the Authorities.
5. Any patron asked to leave the Library may return the next working day, unless instructed otherwise.
6. An adult may need to meet with the Library Director for reinstatement of Library privileges. A juvenile must bring her/his parents or responsible adult and meet with the Library Director for reinstatement of Library privileges.
7. Failure to remedy the problem by the aforementioned steps will result in the patron meeting with the Library Board to determine his/her restoration of Library privileges.

***In cases where an illegal or potentially dangerous incident/behavior occurs, ANY staff/volunteer members are authorized to call the authorities.***

#### **IV. B. EXPECTATION OF LIBRARY USERS/PATRONS**

**No person shall engage in any conduct which disturbs or interferes with the legitimate use of the library, including – but not restricted to the following:**

1. *Young Children* – The Agency Public Library encourages visits by young children and it is our desire to make this visit both memorable and enjoyable for the child. The Library staff is not expected to assume responsibility for the care of unsupervised children in the library.
2. *Disruptive Children* – Children of all ages are encouraged to use the library for homework, recreational reading/activity, and program attendance. The library staff realize that the library will be noisier at busy times and that children by nature can cause more commotion. However, children (whether with parents/responsible adult or not) who are being continually disruptive will be given warnings that her/she must settle down or will be asked to leave the library. If the child continues to be disruptive, he/she will be asked to leave the library. If the child needs to contact a parent, they may do so and then wait with a staff person until the parent arrives.
3. You may not willfully annoy, harass, or threaten another person.
4. You may not behave in a disorderly, loud or boisterous manner.
5. You may not interfere with another person's passage within the library or on library grounds.
6. You may not consume or possess alcoholic beverages, or use or possess controlled substances on library grounds or be under the influence of alcohol or controlled substances in a manner that causes public disturbance.
7. You may not possess any firearm, knife, or any device which could be used as a weapon or any other weapon prohibited by City Ordinances or State Statutes.
8. Do not deface or destroy library property.
9. Do not eat, drink or smoke in the library (unless eating or drinking is specifically allowed in an area or at a particular activity).
10. You may not gain unauthorized access to the library or remain in the library without approval of the Library Director when the Library is not open for business.
11. You may not solicit funds or “panhandle” on library property.
12. You may not play audio equipment at a volume that is disturbing to other users.
13. You may not willfully expose patrons and staff to offensive images or language.

***These policies and procedures apply to any electronic system or rotation that the Agency Public Library has subscribed to for patrons use, (EX; BRIDGES, Decorah LP)***