



PATRON CODE OF CONDUCT

Effective Date: 4/20/2026	Approval Date: 3/6/2026
Supersedes P&P: Patron Code of Conduct	Previous version dated: 04/21/2021
Final approval by: Marjorie Harrison, Library Director <i>Marjorie Harrison</i>	

PURPOSE

Anchorage Public Library (APL) welcomes the whole community to use and enjoy our libraries. To ensure that all visitors have a safe and enjoyable experience, we have the following expectations.

All people using library services are entitled to:

- use library resources and services without discrimination
- receive friendly and respectful service
- expect free and equal access to information
- enjoy a clean and safe environment
- make proper use of the library and its resources without interference

POLICY

All patrons are expected to follow this Patron Code of Conduct. It applies to every location at which the Library provides services, including, but not limited to, on Library property, at outreach events, and through electronic communications and forums (website, social media, phone, chat, and email). Parents, guardians, and caregivers are responsible for the safety and behavior of children or dependents in their care. Children under the age of 8 must be actively supervised by a responsible person age 14 or older.

Library patrons are expected to:

- be safe
- be respectful of other patrons and Library Staff
- be respectful of Library property
- follow the directions given by Library Staff
- Comply with Library policies and obey the law

Individuals with disabilities may request reasonable assistance by calling 907-343-4480 or emailing ada@anchorageak.gov.

PROHIBITED BEHAVIOR

1. Failure to follow local or state emergency orders when activated.
2. Loud or disruptive behavior.
3. Unattended items, items blocking exits, items that violate fire code, or items that block other patrons' ability to use the Library or Staff's ability to serve others.

4. Posting, displaying, or distributing signs, banners, or printed materials except as approved by the Library Director or Facilities Use Coordinator or as outlined in the *Facility and Grounds Use Policy*.
5. Bringing bicycles, shopping carts, or other large, wheeled conveyances inside library buildings.
 - a. Wheelchairs, strollers, and mobility devices are only permitted if being used as transportation for, or as a mobility device by, an adult or child.
 - b. Skates, skateboards, sleds, scooters, hoverboards, and other similar devices must be carried while on library property. Bicycles should be stored in designated bicycle racks.
6. Failure to wear footwear or clothing covering both your upper and lower torso.
7. Bringing any animal into library facilities, except for service animals in compliance with the ADA (Americans with Disabilities Act).
8. Failing to supervise dependent adults and children.
9. Eating, drinking, or displaying open food or liquid containers in the library facilities outside of designated snack areas.
10. Sleeping, or the appearance of sleeping.
11. Misuse or abuse of Library materials, equipment, furniture, facilities, or grounds, including littering, moving furniture without Staff permission, soliciting, or distributing materials without Staff approval.
12. Smoking, vaping, chewing, rolling, or preparing, or other tobacco or cannabis use in violation of Municipal code or State Law.
13. Body odor, lack of hygiene, or other strong odors.
14. Spitting or expelling bodily fluids outside of toilets, urinals, or sinks.
15. Possession of, use of, or being under the influence of alcohol or drugs, other than drugs lawfully prescribed to the patron in possession of them.
16. Using the restrooms or other Library facilities for bathing, shampooing, or laundry.
17. Breaking rules in the *APL Computer and Internet Use Policy*.
18. Verbal, physical, or sexual harassment. (Includes using library computers, internet, or electronic media to harass other people.)
19. Using abusive, obscene, or insulting language.
20. Entering a library facility or grounds while trespassing.
21. Refusal to remove an illegally parked vehicle when requested by Staff or Security.
22. Impeding evacuation or refusing to exit the building during a safety evacuation.
23. Refusal to follow Library Staff or Security instructions.
24. Flourishing or discharging a firearm or dangerous weapon in violation of law.
25. Unwanted or illicit interactions with minors.
26. Threatening or violent behaviors: verbal, physical, written, or visual (including using library technology to threaten or stalk any person).
27. Damage to or theft of other patrons' personal property or Library property.
28. Trespassing by being in public spaces of the library outside of Library operating hours, being in nonpublic areas, or refusing to leave Library property after being issued a Notice of Trespass.
29. Offensive touching and obscene acts.
30. Watching, viewing, broadcasting, displaying, or listening to pornographic material in a manner that other patrons can perceive, including through personal electronic devices or printed materials.

ENFORCEMENT

Library staff, APL's security contractor, or the Anchorage Police Department (APD) may engage with patrons who violate this Code of Conduct. Library Staff, contracted security personnel, or APD officers may ask individuals who violate this Code of Conduct to leave the premises. A patron's failure to follow APL policy or library staff's directions could result in restriction of library privileges, immediate removal from the premises, trespass from the Library for a minimum of one day, or arrest and prosecution for violation of criminal law.

Patrons may be given written or verbal notice that they have been trespassed for a violation of this code of conduct.

The same or similar violations within one year may result in increased consequences.

Restrictions apply to all Library locations and services within the Library system.

The trespass term, if any, is decided by the Person in Charge in consultation with Library Staff or by contracted security personnel with knowledge of the violation of this Code of Conduct based on the Guidance for Anchorage Public Library Staff Interacting with Patrons Violating the APL Patron Code of Conduct.

Information about violations of the code of conduct, including information about the people involved, may be stored in an electronic database for reference of library staff and contracted security staff. This information will be used when evaluating the length of trespasses and tracking repeated violations.

APPEAL PROCESS

If a patron wishes to appeal a trespass, they should appeal the action by writing to the Library Director within 30 days of being notified that they are trespassed. The Library Director will provide a written response within 14 business days.

REFERENCES

[13 AAC 50](#)

[28 CFR § 35.136 Service animals](#)

[AMC 8.25 – Weapon offenses](#)

[AMC 8.45.010 - Trespass](#)

[AMC 14.70.090 Misuse and abuse of library material](#)

[AMC 16.90.010 – Smoking in municipal structures](#)

[AS 17.38.040 – Public consumption banned, penalty](#)

DISCLAIMER

This Patron Code of Conduct is not intended to, and does not, create any right or benefit, substantive or procedural, enforceable at law or in equity by any party against the Municipality of Anchorage, its departments or entities, its officers, employees, or agents, or any other person.

The Patron Code of Conduct does not assure patrons of their safety at APL facilities or events. It is not intended to, and does not, guarantee the safety of any person or their property while using APL facilities, engaging with APL employees, or attending APL events.

DEFINITIONS

Harassment - Words, conduct, or action, usually repeated or persistent, directed at a specific person that annoys, alarms, or causes substantial emotional distress to that person and serves no legitimate purpose; purposeful vexation.

Person in Charge (PIC) - the PIC is generally a librarian or supervisor assigned as the point of contact for building or system-wide issues. In case of emergency, the PIC directs the response until relieved by the Library Director or their designee or at the end of the emergency, whichever happens first.

Trespassing - entering or remaining on someone else's property without their permission or the right to do so.

ANNUAL REVIEW DATE AND LEAD REVIEW RESPONSIBILITY

Reviewed annually in the first quarter by the Leadership Team at Anchorage Public Library. The review of the Patron Code of Conduct is led by the APL Facility Manager.

Recommended for approval by: Marjorie Harrison, March 6, 2026

Approved by: Quincy Arms, March 6, 2026

Approved by: Rebecca A. Windt Pearson, Municipal Manager

Rebecca A. Windt Pearson

04/16/2026 | 10:47:38 AM AKDT

List reviews and/or edits for the previous 10 years.

Review Date	Review Agency	Review/Edit
2/3/2026	Library Operations Team, Library Advisory Board, & Library Leadership Team	Edited
4/21/2021	Library Code of Conduct Committee	Edited
2017	Library Code of Conduct Committee	Edited