

RULES GOVERNING THE USE OF THE LIBRARY

PLEASE ENJOY THE USE OF THE LIBRARY AND RESPECT ITS USE BY OTHERS

WE WANT THE LIBRARY TO BE A COMFORTABLE, RELAXED AND HASSLE-FREE PLACE. WE CANNOT ENFORCE ABSOLUTE QUIET -- BUT AT THE SAME TIME WE WANT TO PROVIDE AN ATMOSPHERE CONDUCIVE TO STUDY OR READING BY THE MAJORITY OF OUR USERS.

IF YOU HAVE QUESTIONS OR A COMPLAINT ASK ANY STAFF AT OUR SERVICE DESKS.

PLEASE CO-OPERATE WITH THE STAFF IF THEY ASK YOU TO MODIFY YOUR BEHAVIOR. THE STAFF HAS THE APPROVAL OF THE LIBRARY BOARD OF CONTROL TO ASK USERS WHO ARE DISRUPTING THE USE OF THE LIBRARY FOR OTHERS TO LEAVE AND TO CALL FOR THE NECESSARY HELP IN REMOVING THOSE WHO PERSIST IN DISRUPTIVE BEHAVIOR.

APPROVED BY THE LIBRARY BOARD OF CONTROL

OPERATIONAL POLICIES - PROBLEM SITUATIONS

Purpose

The purpose of this Policy is to identify those situations that the Board considers disruptive to the intended purpose and usage of the Library or dangerous to staff or users and therefore cannot be allowed to continue.

Specific procedures for handling these situations are in the Branch Procedure Manuel listed under Emergency Procedures.

It goes without saying that any written policy will not meet the needs of the situation 100% of the time. However, it is hoped that this policy is sufficiently inclusive to meet the needs of the staff the majority of the time. Staff are encouraged to follow the procedures in the Branch Procedure Manual unless the supervisor indicates otherwise or unless the particular situation requires alternative response. Staff are reminded that the Director and Associate Director can be called anytime the need arises.

Definitions

Non-Disruptive Behavior

Some library users may act strangely or be a source of concern or irritation to the staff and/or public but their behavior does not constitute problem behavior. Examples include sleepers, the person wearing three coats in the summer or mismatched shoes, someone whose body or clothing is so dirty that is is unpleasant to be near, ritual touchers or people who exhibit other compulsive behavior or speech, and the simply lonely watchers and talkers. The Library is seen as "safe" and often is sought by people who have difficulty in interpersonal or social situations.

Although it may be strange or eccentric, this behavior does not usually disrupt the functioning of the Library and no action is required on the part of the staff.

HOWEVER, if any of the above situations creates a disruptive or dangerous situation, treat the behavior as defined in the Problem Behavior section.

Problem (Disruptive) Behavior

Problem Behavior is defined as any behavior that is disruptive, malicious, or dangerous to the patron or to other patrons and staff.

In addition, some of this behavior may be illegal and should be reported to the proper law enforcement authorities.

This behavior is not permitted in the Library or on Library premises. This policy permits Library staff to ask the person causing the disruption to leave, to call for assistance in having the person removed from the Library premises, and to call law enforcement officers.

This behavior would include but not be limited to:

one whose behavior is disrupting or is potentially dangerous to self or others whether due to using alcohol or drugs to such an extent that judgment is affected, or to causes not readily known.

armed, aggressive and/or physically threatening behavior.

assault - actual physical attack involving patrons and/or staff

child abuse - the sustaining of physical injury by a child as a result of cruel or inhumane treatment or as a result of a malicious act by any parent or other person who has permanent or temporary care or custody or responsibility for supervision of a child under circumstances that indicate that the child's health or welfare is harmed or threatened.

child neglect - passive, negative treatment on the part of a parent or custodian including not feeding, not clothing, inadequate shelter, etc.

child unattended - young child unable to care for self left in Library unattended or any child not picked up at closing time. This is considered a form of child neglect and will be reported to Child Protection Agencies.