

# ***LIBRARY RULES AND ENFORCEMENT PROCEDURE***

This procedure has the Board-adopted text of the library rules in bold face. The annotations are for staff use to maintain consistency in enforcement. The behaviors used as examples in the annotations are not meant to define all of the inappropriate behavior which may occur. Additional notes may be added as the need arises. Suggestions are to be given to the Assistant Director.

Guidelines for dealing with the behavior follow the annotated rules.

## ANNOTATED RULES

**Behavior which violates the rules, interferes with the use of the library by others, or interferes with the staff or volunteers in the conduct of their duties is not permitted. Persons behaving in such a manner will be asked to stop the behavior by staff. If the behavior persists, the individual(s) will be asked to leave the building and/or the police may be called and/or library privileges suspended. Individuals may be asked to present identification.**

**1. Rowdy or unsafe activity.**

Running, jumping, dancing, fighting, climbing on or off furniture, shelving or railings, playing with or on elevators, or moving or misuse of furniture and equipment or other unsafe activity is not permitted. This includes spitting or throwing objects over railings.

In-line skates/Rollerblades, scooters, skateboards and other sports equipment may be carried into but not used in the building.

[Safety, Interference]

**2. Loud noises, loud talking or inappropriate language.**

Boisterous behavior, loud or abusive conversation or use of music or video players without earphones is not permitted.

Verbal or physical abuse or harassment or obstruction of library users, volunteers or staff is not permitted.

[Interference]

**3. Not wearing shoes or a shirt.**

Shoes and sufficient clothing (shirt, shorts) must be worn. Swimwear is not appropriate.

[Safety, Hygiene]

4. **Blocking any entrance or fire exit.**  
 No bicycles, strollers, unattended motorized vehicles or shopping carts may be parked in the lobby or near any entrance or fire exit. Customers will be asked to remove the item blocking the exit. If the owner is not located the item blocking the entrance will be removed.  
 Smokers, small social groups and solicitors will be asked to move.  
 Pets may not be left unattended or secured to railings or in close proximity to entrances or walkways or outside seating areas.  
 [Safety, Interference]
5. **Bringing pets into the building.**  
 Only guide animals used by persons with disabilities and animals that are part of library programs are allowed in the building.  
 [Hygiene, Interference]
6. **Leaving children under the age of 8 unattended without direct supervision.**  
 Parents are responsible for their children's behavior while in the library. Young children endangering themselves will be removed from the dangerous situation.  
 [Safety, Interference]
7. **Using tobacco.**  
 Smoking, rolling tobacco or using chewing tobacco, electronic cigarettes or other cigarette substitutes is not permitted.  
 [Hygiene, Interference]
8. **Possessing alcoholic beverages.**  
 Alcoholic beverages are not allowed.  
 [Safety, Interference]
9. **Sleeping.**  
 [Safety, Hygiene, Interference]
10. **Panhandling or selling goods or services.**  
 [Interference]
11. **Unauthorized distribution of materials or gathering signatures for petitions.**  
 Refer to "Bulletin Board" policy and procedure.  
 [Interference]

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**12. Leaving the library with library materials that have not been checked out.**  
 [Interference]

**13. Damaging library materials, equipment, furniture, facilities or property.**  
 [Safety, Hygiene, Interference]

**14. Inappropriate public display of affection.**  
 [Safety, Hygiene, Interference]

## **GUIDELINES FOR HANDLING DISRUPTIVE, UNSAFE OR DANGEROUS BEHAVIOR**

Note: All staff members are empowered and expected to handle problem situations.

### **DISRUPTIVE BEHAVIOR**

**Step 1:** Ask the person to stop the behavior. The incident should be reported to the person in charge on the floor and/or to the Librarian in Charge.

**Step 2:** If the behavior continues or resumes shortly, the person will be warned that at the next incident he or she will be asked to leave the building for the remainder of the day.

**Step 3:** The person is asked to leave the building for the remainder of the day. In the case of young children, who may have been or should have been accompanied by an adult or teen, make several attempts to locate the caregiver. It may be necessary, given the age of the child, to allow them to remain in the building.

**Step 4:** If the person refuses to leave the building, call the police on the non-emergency number (5700). Be prepared to provide specific details about the incident and the people involved.

**UNSAFE BEHAVIOR**

Step 1: A person whose behavior endangers himself or herself or others will be asked to stop the behavior immediately. Young children endangering themselves should be carefully removed from the dangerous situation.

Step 2: If the behavior continues or resumes shortly, the person will be asked to leave the building and/or the police will be called.

**DANGEROUS OR OUT-OF-CONTROL BEHAVIOR**

Step 1: Be calm and non-threatening. Ask those involved to stop the behavior immediately and to leave the building. Physical intervention is not expected.

Step 2: Clear the area.

- Ask other customers to move away from the area of any altercation or incident.
- Give yourself and the out-of-control person at least two exit paths to leave the situation or the building. Do not confront them in an office.

Step 3: The failure of the person to leave the building when instructed to do so is sufficient reason to call the police.

- When calling the police, walk away from the person to make the call. You may use an office or workroom phone if possible. If that is not possible ask another staff member to call.
- As soon as possible, alert other staff to the incident and arrange to meet the responding officer.

Step 4: Assist the responding officer.

Step 5: Complete a Disturbance/Incident Report and provide copies to the Assistant Director and public service department heads.