

# PARCHMENT COMMUNITY LIBRARY

## PATRON CONDUCT POLICY

**So that everyone may enjoy visiting the library, we ask each patron to behave in a manner that doesn't disturb others.**

**Keep noise to a minimum.** Speak quietly, turn off music players, games, and cell phones, and don't run, push or climb.

**Respect everyone in the library.** Do not smoke, solicit, loiter or sleep in the library, use obscene language, make threats, or bring in weapons of any kind. Obey all laws, library policies, and local ordinances.

**Respect the library building.** Do not steal or damage library materials, equipment or facilities.

**Keep an eye on your children and your belongings at all times.** Unattended children will be handled according to the Child Safety Policy.

**Wear proper attire,** including shoes and shirt.

**Do not bring pets into the library** except for trained service animals, such as leader dogs.

### **Enforcement of Patron Conduct Policy**

When a patron engages in any activity which interferes with the use of the library by other patrons, or impedes the ability of staff to perform their duties, or is in violation of the posted library rules (above), staff shall take the following steps:

- a. Issue a verbal warning, advising that the person will be asked to leave if the behavior in question does not cease.
- b. If behavior continues, request that the person(s) leave the library property. Whenever possible, this should be done by the Director or senior staff.
- c. If patron fails to leave library property, call the police. When the disruptive patron is a juvenile, staff may elect to notify the juvenile's parent or guardian rather than call the police. Whenever possible, this should be done by the Director or senior staff.
- d. An Incident Form shall be filed for all incidents which require steps b or c.

### **Threatening behavior**

Any time staff feel that a patron's behavior is threatening to the safety of patrons or staff, staff will call the police immediately and fill out an Incident Form. Likewise, any time staff observe unlawful behavior, staff will call the police immediately and fill out an Incident Form.

### **Destruction of library property**

Any time a patron's behavior causes or could likely result in destruction, mutilation, or theft of library property, staff will call the police. Whenever possible, this should be done by the Director or senior staff. When the patron involved is a juvenile, staff may elect to notify the juvenile's parent or guardian rather than calling the police. Staff will fill out an Incident Form.

### **Repeated or Extreme Behavior**

If a patron repeatedly interferes with the use of the library by other patrons, or repeatedly impedes the ability of staff to perform their duties, or is repeatedly in violation of posted Patron Conduct rules (above), or repeatedly exhibits disorderly, threatening, harassing, lewd or violent behavior, or if a patron's behavior is deemed extremely disruptive, destructive or dangerous, then the Director has the right to ban the patron for a specified period of time.

The patron will be provided with a written notice of the restriction which will include a specific date and time when the patron will again be allowed to visit the library and will also include notice that the patron may appeal to the Board. The notice shall be written and signed by the Director. It may be mailed or hand delivered by staff. Information about the restriction will be posted for staff viewing. The police will be notified of the restriction.

If a banned patron enters the library building after he/she has been notified of his/her restriction, staff will call the police immediately.

Approved November 25, 2003

Revised August 25, 2009