

MARTIN COUNTY LIBRARY SYSTEM

TO: ALL LIBRARY STAFF

FROM: BRETT LEAR
LIBRARY DIRECTOR

PREPARED BY: RICHARD REILLY

SUBJECT: PATRON RESPONSIBILITY/INAPPROPRIATE BEHAVIOR

EFFECTIVE DATE 8/15/02

Revised 2/15/06

Revised 2/17/14

PURPOSE:

The purpose of this policy is to help staff respond to problem conduct and behavior in libraries.

AUTHORITY:

Library Board of Trustees

POLICY:

It is the policy of the Martin County Library System to have all persons occupying library facilities or grounds to conduct themselves in a manner that is safe, lawful and conducive to the equitable sharing of library resources. All staff members will receive coaching and briefing by police and other professionals as needed.

PROCEDURE:

1. The sign entitled "Code of Conduct" will be posted at the front entrance of each library location.

"A function of this library is to assure all patrons the ability to peacefully and orderly receive the information contained in this library. No person may intentionally disrupt or interfere with the administration or function of the library or with the rights and ability of other patrons to receive the information contained herein. Violations of this rule may result in expulsion from the library".

2. A Patron Responsibilities and Staff Guidelines document, which describes the types of problem behaviors that occur in libraries, along with the appropriate staff guidelines is maintained and provided to all staff.
3. As each incident occurs, the Martin County Incident Reporting form must be completed.

Related documents:

Patron Responsibilities and Staff Guidelines
Martin County Library System Incident Reporting Form

APPROVED BY: _____
Brett Lear, Library Director

DATE:

APPROVED BY: _____
Library Board of Trustees

DATE:

Patron Responsibilities and Staff Guidelines

Martin County Library System

The staff members of the Martin County Library System are committed to providing the best experience possible each time you visit the library. It is our responsibility to maintain an atmosphere within the library that is conducive to information access, retrieval, collaboration, education, and creativity.

In return, all library patrons are expected to use the library's facilities, resources and materials in a responsible, appropriate and courteous manner so that everyone may enjoy a positive library experience. Patrons who behave inappropriately in the library may lose library privileges, be asked to leave the library, be reported to law enforcement, or even face legal action.

Please be aware that the library is a place for patrons of all ages. As a public building where many and various activities happen, it is not always possible to maintain a traditionally quiet experience throughout the entire library. If you prefer a quieter atmosphere, please ask a member of the staff for the location in the library most suitable for quiet reading or study.

Any library patron who engages in any inappropriate behavior listed below will be asked by a library staff member to cease the specific behaviour. If the patron continues to engage in such misbehavior or commits other misbehavior, the staff person will ask the patron to leave the library; if the patron refuses to leave the library when staff requests it, staff will call law enforcement to have them removed from the premises and if the offense warrants it (ie: Multiple documented incidents and/or threats to safety etc.) staff may, after consulting with a Manager, chose to have the patron trespasspassed from all Martin County Library locations.

- a. Smoking anywhere in the library, its hallways, lobbies, and restrooms, as well as within 50 feet of a public entrance.
- b. Talking loudly or otherwise making loud noises.
- c. Using a personal electronic device (e.g. radio, MP3 player, cell phone), with or without earbuds, headphones, etc., at a volume that disrupts others.
- d. Failing to wear some form of footwear (e.g. shoes, sandals) in the library.
- e. Failing to wear adequate clothing, including a shirt or other top, in the library.
- f. Using a restroom for bathing, shaving, or clothes washing.
- g. Using the library while emitting odors that a reasonable person would find offensive.
- h. Sleeping anywhere in the library, including restrooms for long periods of time.
- i. Soliciting money or anything else of value from others.
- j. Offering to sell any material items or services to others.
- k. Leaving a child or any individual who requires care from others unattended in the library for a long period of time or at library closing time.
- l. Creating dangerous safety hazards anywhere on library grounds.

- m. Ignoring or disregarding any directive or request from staff.
 - n. Engaging in any other disruptive or disorderly behavior.
 - o. Harassing, intimidating, stalking, or prolonged staring at another patron, library staff member, or the personal property of another person.
 - p. Using abusive language (including but not limited to) vulgarity, gestures, or other acts towards another patron or library staff member in a threatening manner.
 - q. Being in the library while intoxicated.
 - r. Altering or damaging library materials of any kind, including but not limited to writing, marking, highlighting, tearing or cutting.
 - s. Intentionally altering or damaging any settings on library computers or software.
 - t. Intentionally altering or damaging any other library property, including but not limited to carving on tables or chairs, writing graffiti on walls, puncturing upholstery, etc.
 - u. Viewing any sexual material.
- II. Some inappropriate behavior may require the staff to immediately contact law enforcement without going through the progressive communication/warning sequence described above. These behaviors include but are not limited to:
- a. Physically assaulting or attacking any other person, with or without a weapon, in the library or on library grounds.
 - b. Unlawfully displaying or using a firearm, knife, or other weapon in the library or on library grounds.
 - c. Possessing or using an illegal substance in the library or on library grounds.
 - d. Displaying any pornographic image, document, or other material to a minor, regardless of whether such image, document, or material constitutes library property.
 - e. Stealing or attempting to steal any library document, material, or property.
 - f. Committing any sexual offense in the library or on library grounds.
 - g. Committing a felony or misdemeanor crime using library resources or property.
- III. Appeals: Please be informed that should a patron wish to appeal a violation, s/he may speak before the Library Board of Trustees. The Library Board of Trustees meetings are open to the public and are held monthly on the 3rd Wednesday of the month at 4 PM. These meetings are scheduled on a rotation throughout the Library branches. Please call the Library's Executive Aide at 772.221.1408 to ask to have your appeal added to the agenda.

In cases when we have a mailing address on file; patrons who have had their privileges revoked and/or have been trespassed will receive a letter re-stating any sanction and informing them of the appeal process.

The Public Services Management Team reviews all incidents on file monthly and establishes ways and methods to recognize and intervene with specific patrons that should be determined to be repeat offenders.

Library Incident Report

To be completed within 24 hours; saved to T:/LIB/ADMINISTRATION/INCIDENTS & emailed to: incidents@martin.fl.us with hard copies sent via courier to the Executive Aide.

TO: Library Director

DATE:

LOCATION:

TIME OF INCIDENT:

Was a Library Policy violated? yes _____ no _____

Which Library Policy:

Patron Name:

Library card number (if available):

Were there other patrons/cards involved:

If yes, name/library card numbers:

Staff Name:

Supervisor Name:

Was the supervisor called out:

Was a warning verbally issued:

Was the warning ignored:

Was the patron told their privileges were suspended:

Was the patron given the information to appeal for suspension and/or trespass (Library Board Meeting schedule):

Was the patron account status set to BARRED:

Was the user profile changed to NOPC:

Was the patron asked to leave:

Did the police have to be called:

Police arrival time:

Was a police report filed:

Was the patron trespassed from all Martin County Library System Locations:

Officer name and report number:

Describe what happend:

Signature:

Staff Name: