



Glenwood Public Library Policy

Behavior Policy

2019.01.02

January 2, 2019

Approved By Glenwood Public Library Board of Trustees

Library Director Signature

Staff Signatures

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POLICY:

The Glenwood Public Library is designed for the use of all members of the public. Patrons are expected to observe the rights of other library users and to use the library for its intended purpose.

SCOPE:

This policy applies to all patrons who enter the Glenwood Public Library. Glenwood Public Library is open to everyone in the community. This policy is designed to make the Glenwood Public Library a welcoming place for all members of the community.

POLICY:

1. Library staff will use the following steps when dealing with behavior issues at the library.
2. Behavior Steps
 - a. Warning - Unless the behavior is of a criminal nature or poses a threat to others, patrons acting inappropriately will be asked to leave the library for the rest of the day.
 - b. Banned - Patrons who refuse to behave after the warning process will be banned from the library. Depending upon the situation, the library has the option to ban the patron on a permanent or temporary basis. A banned patron may petition the Library Director to be reinstated.
 - c. Calling the Police – In cases where a patron poses a clear danger to self or others, or where he/she deliberately violates the law, or where he/she refuses to leave the library after being required to do so, staff should call the police department for assistance. Staff may call the police non-emergency number for a walk-through as needed.
3. The following are prohibited in the library:
 - a. Abuse, foul or obscene language
 - b. Violation of any local, state, or federal law as it pertains to the library.
 - i. Smoking in the library or on library grounds (www.iowaSmokeFreeAir.gov)
 - ii. Vandalism or deliberate destruction of library materials, equipment, facility, furniture, grounds, etc.
 - iii. Theft of library materials or the personal property of other persons.
 - iv. Internet access of sites prohibited by law, as described in the Internet and Computer Use Policy.

- v. Consumption or possession of alcoholic beverages, or use or possession of controlled substances on library grounds, or being under the influence of alcohol or controlled substances.
- c. Deliberate disruption of library procedure.
- d. Sleeping.
- e. Any behavior that endangers the safety or health of any person.
- f. Behavior or conversation that is disorderly, loud, or boisterous.
- g. Behavior that is willfully annoying, harassing, or threatening to another person.
- h. Touching of another person in any way such as rough housing, holding hands, kissing or any other forms of physical contact.
- i. Deliberate use of library facilities for inappropriate purposes, such as bathing or sexual activity.
- j. Use of the library site or parking areas for inappropriate purposes, such as rollerblading, skateboarding, loitering, etc.
- k. Inappropriate dress, such as bare feet, no shirt, roller blades, etc.
- l. Solicitation of funds or panhandling.
- m. Campaigning, petitioning, interviewing, or surveying patrons or staff in a manner that is disruptive to library activities.
- n. Poor hygiene that interferes with the orderly operation of the library or with the ability of other patrons to use and enjoy the facility.
- o. Other kinds of behavior deemed inappropriate by the Library Director or his/her delegated staff.

4. Emergency Situations

- a. An emergency situation can be defined as any situation in which a patron's actions present an imminent danger to the life or safety of him/herself or others. Such incidents include assault and other crimes of violence, or the threat or attempt to commit such crimes. A staff member who observes or receives a report of such behavior should call the police or 911 immediately.

5. Theft or Vandalism

- a. When a staff member observes or receives a report of a patron tempting to steal or to maliciously destroy library property, the staff member shall approach the patron or report the incident to the librarian-in-charge immediately. When and if the patron is apprehended, the librarian-in-charge will discuss the problem with the patron in a reasonable manner. If it is determined that the patron has indeed stolen or vandalized library property, then the incident should be reported to the police. The library will prosecute anyone who steals or maliciously destroys library property.

6. Phone Use

- a. Patrons who are required to leave and who do not have transportation home will be allowed to make a local phone call to secure transportation.

7. Unattended Children

- a. The library is not responsible for unattended children. Children of any age should not be left at the library for an extended period of time. Parents are responsible for their children's behavior while at the library.
- b. Children over 9 years of age: Any child over the age of 9 is allowed to be in the library without parental supervision, but must follow the procedures and regulations of the Behavior Policy stated above.
- c. Children under 9 years of age: Parents may not leave children under the age of 9 unattended in the library, with the exception of planned library programming for their age group.
 - i. Children left unattended are often frightened and crying and should be comforted by the staff.
 - ii. If it is determined that a child is lost or left unattended, a staff member should bring the child to the person on duty at the Children's Room Desk.
 - iii. The Children's Room Desk worker should try to identify and locate the parents or responsible adults:
 1. When the parent is located, explain the library's behavior policy.
 2. If the parent is not found in the building, a staff member should stay with the child until the parent can be located through searching the phone book or library records.
 3. If the parents have not been located within one hour, or if the library is closing, the Children's Room Desk worker should call the police.
 4. Under no circumstance should a staff member take the child out of the building.

8. Exceptions

- a. Exceptions to any of the above may be authorized by the Library Director and/or designee.