

SAFE HARBOR

Policies and Procedures
for a Safe Library



POLICIES AND PROCEDURES FOR A SAFE LIBRARY

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I especially thank Sue Herring, Director, Peoria Public Library for her special expertise, sense of humor, and the library's excellent Problem Behavior Manual. That manual served as a guide for the taskforce in many ways, from choice of topics to how to address an especially sticky situation. Mrs. Herring's straightforward, no nonsense but humane approach to problem behavior serves as a model for us all.

I also thank all the other libraries that shared their policies with the taskforce and gave permission for the inclusion of these policies in the manual.

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I apologize ahead of time for any uncaught typos or unclear sentence structure. We all read, re-read, and proofread but sometimes the gremlins will find a way to foil the best of efforts.

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CHAPTER ONE

INTRODUCTION

Although the public generally considers public libraries as “safe” places in their community as with all public facilities, this is not necessarily the case. People of all ages, races, religions, and walks of life may enter the public library and this, its greatest strength, can also be its greatest challenge. “What has proved to exacerbate the growing aggression in the library workplaces of the 90s is the wide range of new learning tools available that attract a greater number and diversity of people.”* Children, young mothers, and senior citizens use the public library often but so, sometimes, do the emotionally and mentally disturbed, the sexually deviant, and substance abusers. Good customer service and basic conflict resolution skills will help library staff to solve most of the problems they encounter during their work day but sometimes the issues are more complicated or more dangerous.

Library security is everyone’s job. Everyone should be aware of what is happening around him or her and be prepared to step in when an issue needs addressing, especially if escalation can be avoided or prevented. Even if a library can afford to hire security staff, security officers cannot be everywhere and they should not be expected to handle every little conflict or problem behavior. This manual is designed to help library staffs address problem behavior in their libraries. Problem behavior is any behavior that violates or restricts the rights of others to use the library and/or is specified in the library’s code of conduct or posted rules.

The SAFE HARBOR MANUAL does NOT discuss safe building issues, security equipment, hiring of security staff, or personnel related subjects. It is also not a disaster manual.

Nine librarians from assorted libraries in the Alliance Library System formed the Safe Harbor Taskforce to write policies, procedures, and even scripts in most cases to help front line library staff handle a variety of situations. Additional sample policies from these and other libraries are included in the Appendices. These libraries vary in size from a service population of a few thousand to well over a 100,000. Readers are encouraged to discuss the issues cited and develop their own policies and manuals. Many smaller libraries may never run into some of the problems discussed here, but they should be aware that they have happened in other locations. They may want to change the language or the approach and make the policies uniquely their own. That is fine and what the taskforce expects. Libraries of all sizes are encouraged to think through the problems presented here and be prepared to address them if they should appear

*Canal, Bruce A. “Libraries Attract More Than Readers: Investing in Library Safety”. Indiana Libraries, v. 17 no. 1, 1998. P. 15

in their libraries. These policies and procedures are not guaranteed to produce the results that a library may seek. No two situations are exactly alike and customers' responses to an employee's words or actions will vary as well.

Although the taskforce tried to standardize the format, a different person wrote each policy. They show a variety of approaches and priorities. Some will appeal to you more than others and help you choose your own authorial voice. There are no perfect solutions for these problems, and instead of black and white answers, the policies and appendices sometimes explore the varying shades of gray. **As a taskforce, we encourage librarians to choose what they like from this manual (whole policies and procedures or bits and pieces) and to have their policies or manual reviewed by an attorney.** This manual was written at a certain point in time and the taskforce members had various situations in mind as they wrote the policies. Time, laws, and situations change. Only a library staff, board, and the library attorney can decide if a policy is appropriate for that library. Keep in mind that attorneys vary in their interpretation of the law and may prefer another method of addressing a problem situation.

This manual was written by public librarians for public libraries, but that does not mean that the policies and procedures developed here would not work just as well in an academic, special, or school library. We encourage librarians from other types of libraries to use what we have written and adapt it to their own situations.

For sample introductions to similar manuals for a public library, see Appendix I.

TO BEGIN

EVERY LIBRARY SHOULD:

1. Designate a **Person-in-Charge** for every hour the library is open. It is also important to set up a hierarchy of authority in case of the absence of the director. First in the hierarchy might be the assistant director, then the head of adult services or reference, head of circulation (since a large percent of the problems happen here), head of children's services, and head of technical services. This will vary from library to library. In especially small libraries, even if there is only one person on staff, the person needs to know the limit of their authority and who to call when.
2. Decide who has the authority to eject a customer.
3. Post an emergency phone list at all service desks. This would include at least the emergency and non-emergency numbers for the police, fire department, ambulance or rescue squad, emergency services, and poison control center. It would be helpful to also list the information that a caller should automatically provide when they call—their name, the name of the library, the address of the library, the library's telephone number, what has happened, the exact location within the building where the problem is located, and who is involved in the situation.
4. Have a Code of Conduct or a Conduct Ordinance.
5. Post "Rules of Conduct". These can take several forms.

ISSUES TO COVER IN BEHAVIORAL POLICIES

PLA HANDBOOK FOR WRITERS OF PUBLIC LIBRARY POLICIES

suggests that when writing Rules for Behavior, the following issues should be addressed:⁷

1. First Amendment rights
2. Respect for the rights of others
3. Equitable use of facilities and services
4. Safety of public and staff
5. Protection of materials, equipment, and facilities
6. Compliance with federal, state, and local laws.
7. Clear statements of standards and consistent enforcement

Another important article to read is "proposed guidelines for the development of policies regarding user behavior and library usage".* The American Library Association's Intellectual Freedom Committee developed these recommendations.

* PLA Policy Manual Committee. PLA HANDBOOK FOR WRITERS OF PUBLIC LIBRARY POLICIES. American Library Association, c1993.

*"proposed guidelines for the development of policies regarding user behavior and library usage". NEWSLETTER ON INTELLECTUAL FREEDOM, September 1992.vol. XLI, no. 5. p. 135-136.

CUSTOMER SERVICE

The first line of defense against bad behavior in a library is a good customer service policy. The Golden Rule is to do unto others as you would have them do unto you. Good service involves several very simple rules. People who work with the public should smile, be approachable, and cultivate positive body language and a friendly voice tone. Empathetic, they listen and patiently work through problems and seek alternative solutions that may meet the customer's need. When referring a customer to another department, they call ahead and make sure someone is there to answer the customer's question. They help the customer cut through red tape and make sure they receive the service they came in for. They answer a phone by the second ring, identify themselves and the library, and ask the caller if they may place them on hold. They check back to make sure the customer has been helped. If there are complaints about a service or a policy they pass that information on. Sometimes the best customer service is realizing when a policy is unfair or not working as it should and then changing it. Good public service means translating library jargon and computerese into everyday English.

A library staff promotes a safe environment when they greet or acknowledge customers as they enter the library or department and when they occasionally leave their desks to talk to customers out in the public area of the library. By letting customers know that there is someone ready and willing to help them, a staff person makes the customer feel valued. This also discourages inappropriate behavior because the customer is no longer anonymous.

An example of a good customer service policy follows:

Kewanee Public Library District Customer Service Policy

The Kewanee Public Library District strives for excellent library services, which includes a quality facility and collection. The library staff provides accurate, efficient and friendly service to all patrons at all times. The patron, as taxpayer, is the customer to whom the staff is ultimately responsible.

The Customer Service of the Kewanee Public Library District is the foundation for all staff interactions with the general public. All other library policies should be interpreted in light of the principles outlined below:

- The library offers the same quality of service to all patrons, regardless of age, race, sex, sexual orientation, nationality, educational background, physical limitations, religious affiliation or any other criteria, which may be the source of discrimination.
- Library staff will treat every patron with equal respect and every request with equal importance. Patrons are the reason the library exists.

- Judgment calls are to be made in the patron's favor. If a mistake is made, it should always be to the patron's advantage. Staff members will not be penalized for errors made in good faith pursuit of this policy.
- If a staff member is unable to comply with a request, the patron will be offered an alternative, such as an interlibrary loan, referral to another department, etc.
- Library policies and procedures exist to make library resources available on an equitable basis. Staff members are familiar with library policies and are able to articulate them and to explain them.

Demeanor

The impression made on our patrons profoundly affects the library's image and on-going support. Each staff member, while at work, is a representative of the library, and is therefore expected to conduct oneself in a manner that is consistent with the library's mission and policies.

It is imperative that every staff/patron interaction be a positive one for the patron. A friendly helpful demeanor usually ensures a positive experience, even when the message conveyed is not a pleasant one. Thus, it is essential to remember that the manner in which a person looks, speaks, and acts conveys an attitude, just as the tone of voice and choice of words affect a message.

Ethics

The needs and requests of the library patrons must always be taken seriously and treated with respect. Equal consideration and treatment will be given to users within established guidelines and a non-judgmental environment.

All interactions and transactions between a library patron or group of patrons and the library will be considered confidential and will be discussed only in a professional context. (Such matters include, but are not limited to: registration information, materials selection, loan transaction records, reference questions, patron card status, etc.). Staff should remember that discussion of confidential patron issues should be limited to non-public areas.

Staff Operating Procedures and Instructions

- Be punctual. Service commences at the advertised hour we open and full service is available until the hour we close.
- Wear your nametag at all times.
- Answer the phone in a timely manner, using a greeting, identifying the library and yourself, and offering help.
- Smile!!!
- Greet all patrons. Acknowledge a patron's presence by looking up and making eye contact or greeting them verbally. If you are busy with another patron, acknowledge the patron who is waiting and explain that you will help the new patron as soon as you can.
- Maintain friendly contact with library users without engaging in lengthy conversations. If it is hard to break away, explain that you enjoy talking but you need to get back to work.
- Unless circumstances dictate otherwise, keep your voice low so it doesn't disturb library users.

- Keep conversations with other staff to a minimum. If the library business must be discussed at length, do so away from the public areas.
- Avoid accepting personal phone calls while you are on the desk. Place personal calls when you are on personal time.
- Look up and around periodically. When appropriate, walk around and notice if there are people in the stacks or at the terminals who might need help. Being helpful to patrons takes precedence over deskwork. People aren't an interruption of our business - they are our business.
- Try to avoid merely pointing. Whenever possible, escort the patron to the appropriate area.
- When referring a patron to another staff member, ask the staff member to help the patron (Will you help Mrs. Brown with some Consumer Report information?) instead of leaving the patron to fend for himself.
- Conduct transactions in a helpful, pleasant tone of voice. Keep any impatience, annoyance, or implication of ignorance from your voice. It's always better to presume that the patron is unfamiliar with the library, the Dewey Decimal system, and the on-line catalog.
- Unless there is a specific discipline, do not reprimand or scold patrons.
- Use plain language when speaking to patrons.
- When there is a problem, document it by filling out an Incident Report form.
- When you have a suggestion to make or information to share, document it by filling out a Staff Comment form.
- If there will be a lapse of time before you can obtain information for a patron, tell the patron you will call them. Don't tell the patron to call you.
- Leave parking spaces near the library for patron use.

Adopted by the Library Board
January 8, 2002

HANDLING CONFRONTATION

As well as being knowledgeable of library rules and policies, public service staffs need training in how to handle difficult situations. They should be taught ways to defuse situations before they become confrontations but sometimes even with everyone's best efforts, problems may escalate. DEFUSING THE ANGRY PATRON gives the following tips:

- When faced with a complaint, listen and sympathize before restating the problem and offering alternative solutions

- If a patron accuses you or someone else, translate the comment into a request for service that you can provide.

- Never get pulled into a discussion of an accusation, and don't ask questions about it.

- Do not respond reflexively to an accusation or repeat the negative label. *

Beth McNeil and Denise Johnson in PATRON BEHAVIOR IN LIBRARIES make another distinction. * They explain that the library employee needs to determine who has ownership of the problem. For example the library *owns* the problem when someone breaks a rule like talking too loudly or using library equipment beyond the agreed upon time frame. In this case the librarian would approach the customer, give them a copy of the rules, and explain that although they may not be aware of it, they have broken a library rule. The librarian would explain the consequences if the person does not correct their behavior.

The customer *owns* the behavior when he/she is critical of staff or the library, complains about waiting in line, or asks that a book be removed from the shelves. When addressing the customer owned problem, the staff person first needs to look behind the anger to what the real issue is. For example, when a customer complains that things are disorganized maybe they are frustrated in their inability to find a particular piece of information. In this case, the staff person, using active listening skills might respond with, "Is there something I can help you find? I know the online catalog and the library collections may be overwhelming and confusing at times."

Staff members should deal with problem patrons in the same manner that they themselves would like to be approached: with courtesy, tact, calmness, and most of all, common sense. It is important to understand that there is not a simple "recipe" for solutions. The way in which the staff approaches the situation should depend to a large extent on which type of behavior the patron is exhibiting.

* Rubin, Rhea Joyce. DEFUSING THE ANGRY PATRON. Neal Schuman Publishers, Inc. c2000. p. 75

* McNeil Beth and Denise J. Johnson. PATRON BEHAVIOR IN LIBRARIES. American Library Association, c1996.p127 –133.

Because of the uniqueness of each situation, COMMON SENSE should play a large part in any encounter with a problem patron. Most workers' instincts will tell them when to be sympathetic or when to back off if a patron is potentially violent. Whatever the case, handling problem patrons should be a team procedure.

The team approach to problem behavior provides the staff with security and self-confidence, both of which are necessary to deal effectively with problem patrons. However, in order for the team approach to work, all members of the staff must know what their responsibilities are when a problem situation arises.

When faced with a complaint, staff should:

1. Remain calm. Staff should not give the appearance of being combative but not appear fearful either.
2. Listen attentively and elicit all information about the complaint.
3. Be respectful and professional. Use Mr., Mrs., or Ms. instead of first names.
4. Be aware of how they are speaking. Speak slowly and clearly and, if using a loud tone, lower their voice.
5. Empathize with the customer and try to understand exactly how he/she feels. If a customer is assured the staff person understands his/her feelings of anger, then there is no need to express that anger at a higher level. Say, "I am sorry you are frustrated (or that this happened to you or that you feel this way). Let us see what we can do to solve this problem or what alternative we might offer you."
6. Paraphrase using the staff person's own words to summarize the problem.
7. Secure his/her confirmation that the paraphrase was an accurate restatement of what was said.
8. If the customer says the paraphrase was not accurate, try again until the customer is satisfied with the phrasing of the problem.
9. Make a contribution only when the paraphrasing has been accepted by the customer.
10. When the customer wants to speak, ask him/her to accurately paraphrase what the staff person just said and receive agreement before speaking.

Paraphrasing is especially useful during arguments of highly emotional issues when one side tends to prepare a rebuttal while the other side is still speaking. This method insures that both sides really listen because each side must be able to restate the other's position. The resulting communication is usually clearer and the relationships between participants is frequently enhanced.

CONFRONTATIONS*

Confrontations with visitors or others are almost inevitable. This is not always a function of security, but should first be attempted by assigned staff in an area of responsibility. Guidelines for methods that reduce the potential for escalation should be disseminated and rehearsed by all staff members. You begin with a written policy. Published copies should be available to all staff members, and for distribution to visitors when necessary. These are general guidelines for action when a confrontation is inevitable.

Do's	Don'ts
Remain calm	Show fear, anger, panic
Listen Carefully	Use a moralizing or condescending tone
Explain your position in a simple, friendly way	Lose you dignity
Use analogies to support your position	Become sidetracked by extraneous issues
Suggest realistic alternatives	Argue the point
Leave a plausible way out for the subject (saving face), whenever possible	Make physical contact
Give the subject written confirmation of rules and policies	Make the confrontation personal
Call for security or police when necessary	Bluff by threatening to call the police

* Layne, Stevan. The Cultural Property Protection Manual, 2nd ed. Layne Consultants International, c2002 p.71.

EJECTING UNRULY PATRONS*

In order to effectively deal with the removal of a person from a business or institution, it is necessary to establish parameters, or “rules of engagement,” more or less. If you place yourself in the shoes of the subject of removal, you certainly would hope that there is a reason behind the request to leave. As a visitor, you may be unaware of the rule you have inadvertently violated. It makes sense, therefore, to determine, publish, and disseminate a definite list of rules, or code of conduct, violation of which may lead to ejection. While reasonable rules or acceptable conduct may vary with the type of business and operating philosophies, the list of violations below may be suited for application in most businesses;

- Use of or under the influence of alcohol or drugs
- Non-compliance with reasonable standards of personal hygiene
- Refusal to follow directions of staff
- Consumption of food or beverages in prohibited areas
- Violation of controlled or restricted area
- Continual violation of barriers
- Failure to control minor children
- Attempted theft or vandalism
- Interruptive behavior
- Spousal abuse
- Child abuse

Once a violation is determined, it is important to document how the determination was made, such as “reported by patron,” or “observed by video surveillance,” or “confronted staff member.” Violation of known or posted rules is an incident, and should be recorded as such on proper incident report form.

First Response. Initial response to the incidence should also be a matter of practical procedure. In many institutions, it is common practice to “call security” for everything. This tends to undermine the real intent of on-site security, and when used excessively, interrupts normal operations and lessens the ability of other staff to deal with everyday problems. When a violation, or potential violation occurs within view of a staff member, it is the responsibility of that staff member to take immediate action, as long as that action does not place the staff in any jeopardy. For example, if a patron is accessing restricted areas, it is a simple matter for the staff member to say, “excuse me, can we help you find something?”

Non-Compliance. If the patron refuses to comply, the incident has been escalated to the next level of response, which may be a staff supervisor, or security officer. Your written policy defines how you want such confrontations to

* Layne, Stevan. THE CULTUTRAL PROPERTY PROTECTION MANUAL, 2nd ed. Layne Consultants International, C2002. p.73

take place. It is advisable to settle these matters as quietly, and as professionally as possible. Once the incident has reached the level where the institution, by PRE-DEFINED policy dictates they be asked to leave, the next level of response is necessary.

THE POLICE

Developing a good relationship with the local police department is one of the library's most important security measures. Sharing the library's problem behavior manual with the police is probably a good first step to begin discussions on how to handle problem behavior. It will open their eyes to the types of things that can and do happen in the library. They can give the library good advice on many of the issues covered in the manual. For legal advice, the library should talk to an attorney.

Inviting the police in to help train the staff in a subject like drug identification or when to call the police is another step in relationship building. Asking police to do a walk through to identify building security issues benefits both the library and the police. If there is ever a serious problem, they will already be familiar with the building and know where all the exits are located. Help them feel welcome to use the library to write reports by having a desk and coffee available. Seeing a police car in the parking lot or a policeperson in the library will discourage would-be troublemakers and help other users to feel safe. The police will recognize habitual offenders and possibly identify patterns of vandalism or other crimes in relationship to the rest of the community.

TRAINING STAFF

Once a policy and procedural manual is written and approved, a copy should be available at every service desk, and, if possible, given to each employee. Discussion and role-playing will help staff to become more familiar and comfortable with policies and procedures and more capable of applying them in stressful situations. Supervisors should arrange training for new employees as well as refresher training for longer-term employees.

The American Library Association's Intellectual Freedom Committee recommends: "Libraries should develop an ongoing staff training program based upon their user behavior policy. This program should include training to develop empathy and understanding of the social and economic problems of some library users. Training of this nature will increase the likelihood that staff will be able to defuse difficult situations and achieve a satisfactory resolution of actual and potential conflicts."*

In-house training can vary. Other good topics for staff training include:

1. Customer Service. What it is, why it is important, what it means in this library
2. Telephone Etiquette.
3. Active Listening.
4. Defusing Anger and Confrontation.
5. When to Call the Police. Invite someone from the local police department to talk about drugs, gangs, violence, or theft. Have them do a walk through the library and make suggestions on how to make the library a safer place or what to do in various problem situations.
6. Practice Disaster or Emergency Situations. Offer the library as a place for the police department to practice their own training. For example, they might practice a hostage situation where library staff and police play themselves.
7. Understanding Child Abuse. Invite experts from social service agencies in the community to explain what it is and is not and when and how to report child abuse.
8. Understanding Mental Illness. Again invite professionals or other experts from social service agencies to explain what it is and how to handle specific behaviors.
9. Emergency Evacuation of the Library. How to do it and who is responsible for what.
10. Teamwork.
11. Body Language.
12. Communication Skills.
13. How to Make Our Problem Behavior Manual Better. Discuss what works, what doesn't, and how to rework policies and procedures to make them more effective yet customer friendly.

* "proposed guidelines for the development of policies regarding user behavior and library usage".
NEWSLETTER ON INTELLECTUAL FREEDOM. September 1992, vol. XLI, no. 5. p.135-136.

14. Filling Out an Incident Report. Discuss why incident reports are filed (progressive discipline with a known individual, documentation for a police report, evidence in a court case, protection in a liability suit, documentation of need to change a policy). Discuss how to be a witness.
15. Bloodborne Pathogen Issues and procedures.
16. Safety Training. Practice locating and using fire extinguishers, using the elevator call box and procedure, and using Material Safety Data Sheets (MSDS).
17. Discussion of what constitutes a criminal act as opposed to just a breach of policy.

CHAPTER TWO

CODE OF CONDUCT/CONDUCT ORDINANCES

Every library should adopt a Conduct Ordinance and/or a Code of Conduct and have it approved by the Board of Trustees. Both allow for a uniform, consistent application of discipline to problem situations.

Following you will find the standard Conduct Ordinance developed and recommended by Phil Lenzini. We surveyed 114 public libraries in the Alliance Library System. Five used Conduct Ordinances, and all five followed Lenzini's sample to the letter. Please notice that it is very broad based, establishes a form of progressive discipline, and allows for a form of appeal process.

Most of the libraries on the Safe Harbor Taskforce used a form of "Code of Conduct". The samples shown demonstrate various ways of doing this. All should address progressive discipline and an appeal process. Libraries are not allowed by law to permanently exclude someone from service, although they can use successively definite periods of exclusion. They would need to review the status of the individual at the end of the exclusion period and decide whether the person will be allowed back into the library or whether their behavior in the meantime justifies another exclusion period from the library.

Some of the sample policies in this manual are done by district libraries and some by local libraries. Cited laws may vary accordingly.

CONDUCT ORDINANCE*

The XYZ Public Library is dedicated to providing access to knowledge and information through reading, writing, and quiet contemplation, providing patrons the right to use materials and services without being disturbed or impeded, and providing patrons and employees a secure and comfortable environment. The Public Library Act provides the Board of Library trustees with the general power to carry out the spirit and intent of the Act in establishing and maintaining the library and providing library services and the specific power to “exclude from the use of the library any person who willfully violates an ordinance or regulation prescribed.”

The Board of Library Trustees of XYZ Public Library establishes its conduct ordinance as follows:

Section 1.

A patron who engages in any activity which disrupts the use of library facilities, collections, or services by patrons or materially disrupts the ability of the staff to perform its duties shall cease such activity immediately upon request by the library personnel.

Section 2.

In such instances involving minors, identification will be requested and the incident may be reported to the parent or guardian.

Section 3.

If, following a request, the patron fails or refuses to comply or responds to the request in an abusive fashion, he or she will be required to leave the library premises immediately for the balance of that day. If he or she fails to leave, the police will be summoned.

Section 4.

Library personnel will record instances in which patrons are required to leave the library in a ledger maintained by the library for that purpose. Upon the ____ (library should choose appropriate number) recorded instance in which a patron is required to leave the library premises within a thirty-day period, the Director shall bar the patron from use of library premises for a period of thirty days. Parents and guardians of minors will be notified in writing after the ____ recorded instance in which is required to leave the library and advised of the consequences of any further recorded instances.

Section 5.

Parents wishing to appeal such action may do so upon written request to the Board of Library Trustees.

Section 6.

In the event a patron barred from the use of the library attempts entry to the library during any such period of exclusion, the police will be summoned and informed of the prior action.

Section 7.

* Campbell, Sharon and Phil Lenzini. ADMINISTRATIVE READY REFERENCE.
<http://www.cyberdriveillinois.com/library/isl/ref/readyref/ordinanc/index.htm> (a few minor changes were made in the original at the request of the author).

In the event the patron persists in abusive conduct or disruptive behavior following such a period of exclusion, the Director shall report to the Board of Library Trustees such conduct following prior exclusion and the Board will consider a long-term exclusion of that patron.

Section 8.

This ordinance shall take effect immediately upon enactment and approval according to law and be in full force and effect thereafter. A copy shall be posted within three days of enactment at the library and the secretary shall maintain a certified copy in the official records of the library available for public inspection.

ARTICLE X

CODE OF CONDUCT / RULES OF CONDUCT

Code of Conduct

CODE OF CONDUCT
For the patrons of
The Kewanee Public Library District

The Kewanee Public Library District
offers an environment which is
conducive to reading and studying.

People using the Library are to
conduct themselves in a manner
which is appropriate to the Library's
nature and purpose.

Anyone who interferes with the
proper use of the Library by other patrons,
or abuses Library property on materials,
is subject to removal from the
Library and/or restriction of
library privileges.

DISCIPLINE POLICY

To insure that all patrons may have a considerate use of the Henry Public Library, appropriate behavior is expected. Violation of any of the following rules will result in a warning and/or expulsion from the property. Whenever necessary police will be contacted. The director and supervisory staff have authority to carry out all powers of this policy.

1. No loud talking or boisterous behavior (running, excessive seat changing, etc.).
2. No food or drink may be consumed in the library (except with prior approval of the Library Board of Trustees).
3. No smoking.
4. No destruction or mutilation of library property.
5. No parking bicycles or other vehicles in a manner that block or hinders entry to the library.
6. No conduct which is disruptive to the operation of the library, or threatening to patrons, staff, or library property.

Henry Public Library

RULES FOR CONSIDERATE LIBRARY USE

To insure that Pekin Public Library is a quiet, safe place in which to read and study the following rules for library use were adopted by the Board of Trustees of the Pekin Public Library.

The Board's authority is derived from 75 ILCS 5/4-7. Each board of library directors of a city, incorporated town, village or township shall carry out the spirit and intent of this Act in establishing and maintaining a public library and, in addition to other powers conferred by this act, shall have the following powers.

- I. To make, and adopt such bylaws, rules and regulations, for their own guidance and for the government of the library as may be expedient, not inconsistent with this Act;
- II. To exclude from the use of the library any person who willfully violates the rules prescribed by the board.

Anyone disobeying these rules will be warned and/or expelled from the library for a definite period of time. The Library Director or his/her designated alternate has the sole responsibility for determining the seriousness of the offense and the appropriate action.

The parents of anyone under the age of eighteen (18) will be notified of expulsion. As necessary, the police will also be notified.

These rules were put into effect to address the problem of frequent patron complaints about the excessive noise level in the library.

RULES

1. No audible talking or noises that would disturb reading or studying patrons.
2. No smoking, food or beverages in the library or restrooms.
3. Improper acts which are subject to prosecution under criminal or civil codes of law are prohibited. Any person who maliciously mutilates or removes without authorization any part of the library collection or building may be subject to prosecution. Patrons must assume responsibility for property they damage.
4. No radios, musical equipment, bicycles, or skateboards will be permitted in the building. Skating, bicycling, skateboarding prohibited in Plaza areas.
5. The librarian may ask an individual to leave who is not using library materials and has no reason for being in the library other than idle congregating, socializing and roaming library building and grounds.
6. No wrestling, running, excessive seat changing or other rowdy behavior.

7. No contact will be permitted that interferes with another patron's use of the facility in the manner for which it was not intended.
8. No actions detrimental to patron, staff, or property safety will be tolerated.

PROCEDURE

When the director or his/her designated alternate determines that an individual is behaving inappropriately for the library setting, the Librarian should warn the individual and provide the individual with a copy of the library rules. Explain to the individual that any one of the following actions can be taken if his/her behavior does not improve:

- Contact his/her parents
- Call the police
- Ask the individual to leave the building
- Expel the individual for a definite period of time

IN SOME SITUATIONS IF THE BEHAVIOR IS EXTREME, NO WARNING IS NECESSARY.

If second warning is necessary, call the individual aside and get identification.

If the misbehavior is severe, call the police--such as loud abusive shouting, foul language. Call the police before approaching the individual.

If the individual is under eighteen (18) years of age and his/her behavior warrants expulsion from the library, an attempt will be made to contact parents. If expulsion is for more than one evening, the Director will send a follow-up notice in writing the next day.

Expulsion can be for the evening for minor disruptive behavior, two weeks for abusive talk. Threatening behavior can be penalized with a six-month suspension.

Individuals who have library privileges revoked for more than one evening, will be notified in writing that they have been expelled from the library for a period of time with the description of the incident and a copy of library rules. They will be informed that they are entitled to a hearing with the director, if the Director receives written notice within five (5) days of occurrence. If dissatisfied, a hearing with the Board of Trustees' Service and Policies committee could be scheduled. They will also be told that the next expulsion will be for a longer period of time.

IF AT ANY POINT THE INDIVIDUAL REFUSES TO COOPERATE OR GIVES INCORRECT IDENTIFICATION, NOTIFY THE POLICE. DO NOT ATTEMPT TO RESTRAIN THE INDIVIDUAL IF HE/SHE IS UNRULY, BUT DO GET AN ACCURATE DESCRIPTION OF THE INDIVIDUAL.

In some situations, if you feel that you can accomplish satisfactory results, you may just ask the individual to leave the library grounds if he/she has driven or walked. Before asking a child to leave the library grounds, attempt to determine if

he/she needs a ride home. If they do, and parents cannot be reached, ask the individual to wait in Children's Services under staff supervision.

All discipline action is based on the Director's or her/his designated alternate's discretion as to what is necessary to maintain the safety and integrity of library operations, staff, patrons and property. Therefore, the police may be called whenever the situation warrants it.

When calling the police give details of the incident so they will be prepared to handle the incident. The Director or his/her designated alternate should contact the police and then meet the policeman at the door and direct him to the situation. However, in a truly life threatening situation any staff member should immediately call the police without asking permission.

As soon as possible fill out an incident report.

NOTE: A district library would use the citation 75 ILCS 16/30-55

**PARLIN-INGERSOLL LIBRARY
205 W. CHESTNUT ST.
CANTON, IL 61520**

Library Behavior Policies

Library behavior policies have been adopted by the Board of Trustees to assist library staff in maintaining the peace, comfort, and security and of the library, library users and library staff. Employees should exercise their own judgment and tact in interpreting and enforcing these guidelines.

1.) The library is a tobacco-free facility. The use of any tobacco product anywhere within the facility, or in an area where second-hand smoke can enter the building, is prohibited.

2.) Library users may not harass or bother other library users or library employees on library property. The library enforces a comprehensive harassment policy, which also covers sexual harassment.

3.) Loud, excessive and boisterous behavior is not permitted within the building. This includes, but is not limited to, running; fighting; quarreling; swearing; shouting; rude or inappropriate remarks; and excessive displays of anger.

4.) Library users should not engage in conversations or introduce other sounds or noise, at a volume level that is significantly above the general noise level of the library at that particular time.

5.) No campaigning; petitioning; interviewing; survey-taking; soliciting or sales; or any other speech or conduct, which results in the disruption of library activities, will be allowed within the library or on the library grounds. This does not refer to library-sponsored activities.

6.) All individuals are required to wear shirts and shoes at all times when inside the library. Discretion may be used in the case of very young children.

7.) No animals, except lead dogs for the visually or hearing impaired, will be allowed within the library.

8.) Library users may not conduct lengthy conversations on any telephone within the public area of the library. This includes cellular telephones.

9.) No consumption of food or beverages is allowed within the public area of the library, except in designated area or with permission of authorized employees. Individuals not conforming to this rule will be asked to discard their food or drink or leave the facility in order to consume it.

10.) The library grounds and parking lot should not be used as a playground. The parking lot should not be used for bicycling, skate boarding and

so forth, when in use. The library assumes no liability for individuals using the parking lot during hours in which the library is closed.

11.) All children in second grade or under must be accompanied by an adult (18 or over), while in the library, at all times. If unaccompanied by an adult, children of this age may not remain in the building longer than it takes to locate and to check out a few items. A parent/guardian should be in a position to supervise their child's activity at all times.

12.) All parents, teachers, guardians, baby-sitters and other adults will be held responsible for the actions of the children in their charge while in the library.

13.) All Library users must conform to acceptable standards of hygiene and cleanliness in order to prevent the disturbance of other library users and their use of the facility. Customers exhibiting unsanitary hygiene may be asked to leave the premises.

14.) Any misconduct that disturbs library users or staff, or that hinders others from using the library or library materials is prohibited.

15.) Individuals who require continual staff intervention or who demand continual staff attention with constant requests may have their privileges reduced or curtailed if this behavior interferes with the library staff's ability to perform their duties in the best interests of all library users.

Staff Enforcement of Behavior Rules

1.) **Policies 1-10:** Any library staff member who observes a violation of these ten policies should inform our customers immediately and see that appropriate corrective action is taken. As a general rule, employees should use the utmost discretion when initiating the first warning, since library customers may be unaware of the policy. The initial warning should be delivered as quietly, privately and politely as possible in most instances. As a general rule, less experienced employees, should consult with the Director, professional staff or Library Assistants, particularly when enforcing actions requiring more individual judgment and interpretation, such as Policies 2-4.

2.) **Policies 11-12:** In the case of these two policies, staff should talk directly with a child's parent/guardian and use their own discretion when enforcing these guidelines. Parents should be given a few polite, private reminders concerning these policies before corrective action is initiated. Unsupervised children may be asked to leave the building. If significant problems persist.

3.) **Policies 13-15:** As a general rule, all staff should consult the Director (or person-in-charge) when interpreting these three policies. The Director will generally interpret whether these policies apply to a particular individual or action.

4.) Individuals not conforming to any of the above library policies may be given one polite, private reminder to correct their behavior first, or asked to leave immediately, depending on the severity of the situation.

5.) Occasionally, a library customer may exhibit such obviously inappropriate behavior, that a firm and public reprimand might be considered quite appropriate. (e.g. **Policies 2-4**). In some instances, behavior may be so inappropriate that employees may ask the customer to vacate the premises immediately. The Director and other appropriate staff members should always be informed in these matters.

6.) Library staff should always try to involve another staff member when a situation requires asking an individual to leave the premises.

7.) If an individual is asked to leave and refuses, the director and/or other staff should be notified and assembled for further support. If the situation warrants, staff may call the police for support.

8.) Staff should alert the Director to individuals who continually disrupt library service in some manner. Additional measures may be taken on a case-by-case basis.

9.) Any person may, without prior warning or notice, be removed immediately from the library if his or her conduct on the premises poses a potential or implied threat to the security of any person or property on the premises; or, if the individual's actions present a significant disruption to staff or customers.

10.) Patrons who cause repeated disturbances, violate library policies repeatedly, violate any local, state or federal law or create a significant problem at any one time may have their library privileges revoked or restricted at any time. The Director may bar an individual from the library for up to one month. If the Director wishes to bar an individual from the library for more than one month, he will seek final approval from the Board.

11.) Any redress for grievance regarding any actions taken by library staff to enforce library discipline and behavior guidelines must be submitted in writing to the Director. The director may accept or reject in writing this grievance. If the customer does not accept the Director's response to the written grievance, then the library user may submit a written redress for grievance to the Board of Trustees. The Board of Trustees may accept or reject this grievance with a written response. The Board's decision shall be final.

12.) If the library users complain that a particular policy is not posted, please offer to provide them with a copy of the policy and please inform them that it is impossible to post all library policies.

Unattended Children and Disruptive Behavior

1.) Unattended Children (Preschool through Second Grade):

Staff should make a concerted effort to identify children, preschool through second grade, who are left unattended in the library. If these children are only accompanied by older sibling(s), this does not constitute proper supervision.

Parents of unattended children should be identified and contacted in some way. When a parent is located, whether at home or in the library, library policy should be explained.

If the parent cannot be located, staff may follow two options: 1.) If accompanied by older siblings or friends, the children may be informed of our policy and asked to return home, or 2.) If abandoned by a parent/guardian, staff should continue to monitor the child by seating them in a nearby area, until a parent returns to pick them up. At this time, library policy should be explained. Staff should avoid sending children this age home alone.

2.) Disruptive Children under age eight:

Children who are being disruptive, or in violation of any rule listed above, will be asked to behave by staff. If the disruptive behavior continues, a staff member should inform the parent/guardian that their child is disturbing others. If the adult refuses or is unable to control their child, the family may be asked to leave.

If the child is unattended at the time of the disruptive behavior, staff should follow the same procedures listed above.

CHAPTER THREE

POSTED RULES

General rules of conduct should be posted in a conspicuous place in the library. Often they are posted near the front door or circulation desk. This is more common in larger libraries. They should also be available in a booklet or flyer format that can be handed to the customer when a library staff person needs to discuss a problem behavior. Having the rules posted helps with enforcement.

They probably pack more of a punch if they are brief. Few people are going to be willing to stand in your lobby and read a tome on expected library behavior. The posted rules might be short sentence fragments and the piece that is handed to them in person may go into more detail. After discussing the various issues covered later in the book, a staff may decide that they want to recommend several other rules to be posted. For example, they may want to add a statement banning weapons in the library or address gang related issues.

Some libraries feel that posting rules is unfriendly and unwelcoming. You can word the rules in a more positive upbeat way. Be sure to read the rules from Alpha Park Public Library. They are short and sweet and leave you smiling, but they make their point. Kewanee Public Library District's rules are longer but they indicate what is expected. To stay away from the unfriendly message of "we don't want you here", don't say NO, NOT, or NEVER over and over again on the posting. Use phrases like "we appreciate your cooperation" or start with an opening paragraph like Kewanee's. Feel free to adopt the wording of any of these rules.

Library Rules of Conduct

The Board of Trustees believes that patrons of the Kewanee Public Library district have the right to use the library materials and services without being disturbed or impeded by other library users; that patrons and staff have the right to a secure and comfortable environment; and that patrons and staff have the right to materials and facilities that are in good condition.

RULES OF CONDUCT

1. Any behavior that is disruptive or that hinders use of the library is prohibited on the library property. This includes, but is not limited to, loud or boisterous behavior, verbal or physical harassment, running and congregating in large groups. Disruptive patrons will be asked to leave after receiving one warning.
2. Deliberate obscene or vulgar language will not be tolerated. Patrons using such language will be asked to leave at once.
3. Police will be called immediately in case of any physical assault.
4. Failure to leave the library premises after being asked to do so will result in the calling of authorities.
5. Food and beverages are not allowed in the library.
6. Smoking is not permitted in the library.
7. Proper attire is required in the library.
8. Parents are responsible for the behavior of their children while they are on library property. Children under the age of seven (7) must be accompanied by a parent or other responsible caregiver at all times while on library property.
9. Children who are seven (7) or older may use the library unattended.
10. The library assumes no responsibility for children left unattended on library premises.
11. The library is not to be used as a day care service.
12. Loitering inside or outside of the library is not permitted.
13. Proper care of library materials and furnishings is expected of all patrons. Theft, vandalism and mutilation of library property are criminal offenses, and will be dealt with accordingly.
14. All bicycles must be locked in the bike rack. Rollerblades, skateboards and other sports equipment are not permitted in the library.
15. Check out all materials at the circulation desk.
16. The library is not responsible for the loss of personal belongings.
17. The library reserves the right to inspect all bags, purses, briefcases, backpacks and other items.

The library has the right to deny use of the library to those violating library rules and to deny future library privileges.

QUINCY PUBLIC LIBRARY

RULES OF CONDUCT FOR LIBRARY USERS

The Board of Trustees believes that patrons of Quincy Public Library have the right to use library materials and services without being disturbed or impeded by other library users; that patrons and staff have the right to a secure and comfortable environment; and that patrons and staff have the right to materials and facilities that are in good condition.

RULES OF CONDUCT

1. Any behavior which is disruptive or which hinders use of the library is prohibited on library property. This includes, but is not limited to, loud or boisterous behavior, verbal or physical harassment, drunkenness, running, fighting, and congregating in large groups.
2. Seating at library tables and chairs is limited to the numbers of persons for which the furniture was designed.
3. Smoking, eating, drinking, and substance abuse are not permitted in the library.
4. Sleeping is not permitted in the library.
5. Shoes and shirts must be worn in the library.
6. Animals, except those used to aid persons with disabilities, are not permitted in the library. Animals may not be left unattended on library property.
7. Selling products or services is not permitted on library property. Soliciting donations is also not permitted.
8. Taking surveys, asking people to sign petitions, distributing leaflets, and other similar activities are permitted on library property only when authorized by the Library Director.
9. Parents are responsible for the behavior of their children while they are on the library property. Children under the age of 8 must be attended by a parent or other responsible caregiver, age 14 or older, at all times while on library property.
10. The violation of federal or state laws or local ordinances will not be permitted on library property. Theft, vandalism, and mutilation of library property are criminal offenses which will be prosecuted. The library reserves the right to inspect all bags, purses, briefcases, backpacks, and other such items when staff members have reason to believe that this rule has been violated. The library is not responsible for personal belongings which are left unattended.

Alpha Park Library is committed to quality service for the library community.
Please remember that considerate library use includes:

Talking
in moderate tones

Walking
while in the library

Supervising
young children at all times

Treating
Staff, other patrons, & property in a respectful manner

Alpha Park Public Library
Bartonville, Illinois

NOTE: The following should be posted at all circulation points in the library as well as near the front door (see the last section of the law). Also note that the criminal code is being rewritten so this citation may change within the next two or three years.

720 ILCS5/16B1-3

CRIMINAL OFFENSES

Article 16B. Protection of Library Materials

Section

- 5/16B-1. Definitions.
- 5/16B-2. Library theft.
- 5/16B-2.1. Criminal mutilation or vandalism of library materials.
- 5/16B-3. Posting of warning.
- 5/16B-4. Continuation of prior law.
- 5/16B-5. Sentence.

Date Effective

Article 16B was added by P.A. 82-603, § 1, eff. Jan 1, 1982.

5/16B-1. Definitions

§ 16B-1. Definitions. As used in this Article:

- (a) "Library facility" includes any public library or museum, or any library or museum of an educational, historical or eleemosynary institution, organization or society.
- (b) "Library material" includes any book, plate, picture, photograph, engraving, painting, sculpture, statue, artifact, drawing, map, newspaper, pamphlet, broadside, magazine, manuscript, document, letter, microfilm, sound recording, audiovisual material, magnetic, or other tape, electronic data processing record or other documentary, written or printed material regardless of physical form or characteristics, or any part thereof, belonging to, or on loan to or otherwise in the custody of a library facility.
- (c) "Premises of a library facility" means the interior or a building, structure or other enclosure in which a library facility is located and in which the library facility keeps, displays, and makes available for inspection or borrowing library material, but for the purposes of this Article, such premises do not include the exterior appurtenances to such building, structure or enclosure nor the land on which such building, structure or other enclosure is located.
- (d) "Library card" means a card or plate issued by a library facility for purposes of identifying the person to whom the library card was issued as authorized to borrow library material, subject to all limitations and conditions imposed on such borrowing by the library facility issuing such card.

Laws 1961, p. 1983, § 16B-1, added by P.A. 82-603, § 1, eff. Jan. 1, 1982. Amended by P.A. 84-1308, Art III, § 23, eff. Aug. 25, 1986.

Formerly Ill.Rev.Stat.1991, ch. 38, ¶ 16B-1

5/16B-2 Library theft

§ 16B-2. Library Theft. A person commits the offense of library theft when he or she:

- (a) Knowingly and intentionally removes any library material from the premises of a library facility without authority to do so; or
- (b) Knowingly and intentionally conceals any library materials upon his or her person or among his belongings, while still in the premises of a library facility and in such manner that the library material is not visible through ordinary observation although there may be some notice of its presence, and removes such library material beyond

the last point in the premises of that library facility at which library material may be borrowed in accordance with procedures established by that library facility for the borrowing of library material; or

- (c) With the intent to deceive borrows or attempts to borrow any library material from a library facility by (i) use of a library card issued to another without the other's consent, or (ii) use of a library card knowing that it is revoked, cancelled or expired, or (iii) use of a library card knowing that it is falsely made, counterfeit or materially altered; or
- (d) Borrows from a library facility material which has an aggregate value of \$50 or more pursuant to an agreement with or procedure established by the library facility for the return of such library material of such library material so borrowed in accordance with such agreement or procedure, and further willfully without good cause fails to return such library material within 30 days after receiving written notice by certified mail from the library facility demanding the return of such library material.

A person who violates this subsection (d) is liable to the library for the cost of postage and attorney fees.

Laws 1961, p. 1983, § 16B-2, added by P. A. 82-603, § 1, eff. Jan 1, 1982. Amended by P.A. 84-925, § 1, eff. Jan. 1, 1986; P.A. 87-898, § 1, eff. Jan. 1, 1993.

5/16B-2.1 Criminal mutilation or vandalism of library materials

§ 16B-2.1. Criminal mutilation or vandalism of library materials. A person commits criminal mutilation or vandalism of library materials when he knowingly tears, marks on, maliciously renders imperfect or otherwise damages or destroys library materials.

Laws 1961, p. 1983, § 16B-2.1, added by P.A. 84-925, § 1, eff. Jan 1, 1986. Amended by P.A. 84-435, Art. 3, § 3-8, eff. Sept. 10, 1991.

Formerly Ill.Rev.Stat.1991, ch. 38, ¶ 16B-2.1

5/16B-3. Posting of warning

§ 16B-3. Posting of Warning. Each library facility shall post a copy of this Act at a location adjacent to each entrance to the premises of the library facility and at each point in the premises of the library facility at which the borrowing of library materials occurs.

Laws 1961, p. 1983, § 16B-3, added by P.A. 82-603, § 1, eff. Jan. 1, 1982.

Formerly Ill Rev.Stat. 1991, ch. 38, ¶ 16B-3.

Bloomington Public Library

EXPECTATIONS OF PERSONS USING THE LIBRARY

While in the building, please:

- accompany and supervise younger children.
- monitor your personal belongings.
- treat people and property in a respectful manner.
- talk in moderate tones.
- wear shoes and a shirt.
- leave pets outside. *Service animals are welcome.*
- do not loiter or sleep.
do not enter while under the influence of drugs or alcohol.
- do not enter with items the general population views as threatening or that could damage library materials.

You may smoke in the designated smoking area outside the building.

Snacks that do not disturb others and non-alcoholic beverages in covered containers are allowed in the building.

Please park bicycles in the bike rack.
No solicitation.

If you do not obey these rules of conduct,
your library privileges may be suspended.

Biblioteca Pública de Bloomington

Expectaciones de personas usando la biblioteca

Mientras en el edificio, por favor:

- Acompañe y supervise los niños chiquitos.
- Cuide sus cosas personales.
- Trate personas y propiedad en una manera respetable.
- Hable en tonos moderado.
- Deje mascotas afuera. Animales de servicio son bienvenidos.
- No se entretengan y no duerman
- No entre mientras este bajo de la influencia de drogas o alcohol.
- No entra con cosas que la población en general ve como amenazante o que puede destruir materiales de la biblioteca.

**Puede fumar en la area designada afuera.
Comida que no perturba otros y bebidas
sin alcohol en vasos cubiertos son
permitidos en el edificio.**

Por favor parque bicicletas en el
estacionamiento de biciletas.

No solictacion.

Si usted no obedece estas reglas de conducto, sus
privilegios de biblioteca pueden ser suspendidos.

CHAPTER FOUR

MEETING ROOMS

Libraries have been taken to court on this one particular policy more than on any other policy that they have. Before writing your policy, be sure to read the *PLA HANDBOOK FOR WRITERS OF PUBLIC LIBRARY POLICIES* as well as read the several sample meeting room policies included in this chapter. These are only samples and are not recommended per se. This is definitely a policy that a library will want reviewed by their attorney. Some of the other books included in the Bibliography also discuss meeting room policies and some of the litigation that has occurred.

Libraries are considered limited fora of free speech. They cannot discriminate on basis of content although they can reasonably restrict the time, place, and manner of the meeting. Libraries cannot restrict meetings because they are political or religious in nature. This limited forum of free speech may open the library to meetings they had not anticipated. Instead of just worrying about whether to allow food in the auditorium or how often to allow a group to use the library, administration must be concerned about the ramifications of the more controversial groups who may want to book the meeting room.

The courts' method of balancing First Amendment rights with practical consideration of the use of public facilities in a pluralistic, modern society has revolved around the nature of the place or forum. Generally we have public fora, private and nonpublic fora, and designated or limited public fora. In public fora, First Amendment rights are at their zenith and property rights are minimized, and in nonpublic or private fora the opposite is true.

Public libraries are a collection of fora. The director's office is a good example of nonpublic or private fora where the library's property rights to exclude, control and regulate are highest and First Amendment rights are lowest. Patrons cannot just enter and stay in such areas attempting to assert First Amendment rights, and the library can regulate, lock and restrict usage. On the other hand, public sidewalks are classic public fora and the library's right to regulate the public sidewalks is much reduced and First Amendment rights are highest.

While many areas of the library would be nonpublic fora (e.g. director's office, HVAC/maintenance rooms, circulation desk area, etc.) or designated/limited public fora (e.g. book stacks, study carrels, computer work stations, etc.), the meeting rooms are usually designated public fora where only reasonable time, place and manner restrictions which are content neutral are permitted. Any other regulations are subject to strict scrutiny court tests in respect of First Amendment rights.

HOW TO HANDLE CONTROVERSIAL MEETINGS:

Do not wait until the day of a meeting or program to decide how to handle a controversial meeting. By then, it is too late. For this manual, we interviewed two libraries that have handled controversial meetings. Issues to consider when writing your meeting room policy:

- Certificates of Insurance required for meetings expected to have over 20 attendees (or whatever number you may want to choose).
- Billing and/or banning groups that destroy library property.
- Banning groups that misrepresent the purpose or focus of the meeting or who the speaker is.
- Who reviews and signs off on meeting applications (and, yes, there absolutely should be a meeting room application).
- Requiring all meetings be open to staff and administration .

As soon as you become aware of a controversial meeting (this may or may not be a library sponsored event):

1. Notify your local police department.
2. You may want to also notify the State Police, the FBI, and the Justice Department. Your local police department may handle this for you.
3. Contact your attorney to ensure you follow appropriate procedures to cover the library's liability but yet stay within the law.
4. Help the police map out entrances and exits, plans for crowd control, and parking lot issues.
5. Work closely with your staff so they are aware of the problem and what your expectations for them are.
6. Fine-tune your emergency evacuation procedures and review and practice them with the staff.
7. Secure your meeting room furniture. If the library does not have the chairs that interlock, consider using computer wiring ties.
8. Lock all nonpublic areas.
9. Decide who on the staff will communicate with the press about the situation both before and after the event occurs.
10. Discuss these issues with the police and then the staff.
 - What to do if the meeting becomes violent.
 - What to do if pepper spray or other chemical is used by the police or the meeting room attendees.
 - Weapons, security, and access concern.
 - Masks.

When the event is over:

- Document, document, document.
- Debrief staff and find out what worked, what didn't, and what needs to be re-evaluated.
- Re-evaluate the library's meeting room policy in light of what you learned.

PEORIA PUBLIC LIBRARY

MEETING ROOM POLICY

The Peoria Public Library welcomes the use of its meeting rooms by persons or organizations (Users) engaged in educational, cultural, civic, intellectual and charitable activities or activities requiring the use of the library materials.

Rules for Meeting Room Use

Meeting Rooms shall not be used in any way that materially interferes with the operation of the Library or which causes a threat to the safety of Library property or its patrons.

Library sponsored activities and the programs of the Library's affiliated Users are given priority in the scheduling of the meeting rooms.

No fee may be charged, no collection may be taken and no purchase may be required of those who attend.

The Library reserves the right to revise any meeting arrangements scheduled if necessary and to preempt an established reservation upon reasonable notification to the Users.

In the event of a Library building emergency or weather-related emergency, meetings may be canceled.

Use of the Library's meeting rooms does not constitute Library endorsement of viewpoints expressed by participants in the program. Advertisements or announcements implying such endorsements are not permitted.

No User meeting at the Library shall use the Library as its official address.

Storage of items owned by Users using the Public Meeting Rooms will not be permitted.

Meeting Rooms are available for use during regular service hours on days the Library is open. Exact times may vary by location. No one may enter the Library prior to opening hours.

Smoking and alcoholic beverages are not allowed in any area of the Library.

Users using the Library Meeting Rooms must comply with all applicable State and Federal laws and regulations- such as hiring an interpreter or providing auxiliary aids required under the Americans with Disability Act when requested by the public.

Users using the Library Meeting Rooms may not discriminate on the basis of race, sex, color, creed, national origin, religious belief or handicap, against any person requesting admission to the meeting.

The Library assumes no responsibility for private property brought into the building.

Users may not tape nor tack anything to the walls or door.

The User is responsible for the supervision of all children who may accompany its members. Children should remain with the user or be supervised by an adult who must remain with them.

Meeting rooms shall be left in good order.

User agrees to pay for any special maintenance required and all damages done to the meeting room during the meeting. User also agrees to pay for all damage done to the Library premises as a result of the meeting.

Library staff will not take or deliver messages for meeting participants.

Food and/or beverages may be served. All refreshments must remain in the meeting area. The Library will provide a coffeepot, hot water pot and water. The User using the room must provide all other supplies.

The contact person for each User is responsible for ensuring that each member of his or her group is aware of and abides by these regulations.

Equipment Fees

The library has a limited supply of various kinds of audio-visual equipment, which may be used, within the meeting rooms. There is a \$10 fee for the use of this equipment. These items must be scheduled and rental fees paid when the room is reserved

Facility Fee

Users using the auditorium may rent the kitchenette for a \$10.00 fee.

General Provisions

Future use of meeting rooms may be restricted or denied for any violation of these rules.

User agrees to pay for any security measures that the Library determines are reasonably required in connection with any meeting proposed by the user. At least 48 hours prior to the meeting, User shall deposit such funds with the Library, as the Library reasonably deems necessary in light of the relevant circumstances, to cover the cost of such measures.

Review Process

User may appeal any decision of the Library under this Meeting Room Policy to the Board of Trustees.

Such appeal shall be filed in writing with the Executive Director of the Library within 10 days after notice of the decision is given to User. Such notice shall be deemed to have been given to the User when the decision is personally delivered in writing to User or when notice is sent to user by first class or certified mail.

In the event of such an appeal, the appeals Committee of the Board of Trustees shall hold a hearing for the purpose of hearing evidence relevant to the appeal.

Within 30 days after conclusion of the hearing, the Appeals Committee shall make a written recommendation to the Board of Trustees regarding the matter. After receipt of the written recommendation of the Appeals committee, the Board of Trustees shall make a final decision regarding the appeal. No new evidence shall be heard by the Board of Trustees.

PEORIA HEIGHTS PUBLIC LIBRARY
MEETING ROOM POLICY

Effective August 8, 2000

The Peoria Heights Public Library welcomes the use of its Meeting Room by organizations engaged in educational, cultural, civic, intellectual and charitable activities or activities requiring the use of library materials. Meetings or programs sponsored by the Peoria Heights Public Library will be given priority in the scheduling of the Meeting Room, after which other requests will be considered by the Director in the order in which they are received.

The Library reserves the right to revise any meeting arrangements scheduled if necessary and to preempt established reservations upon reasonable notification to the organization. Use of the Meeting Room does not constitute the library's endorsement of viewpoints expressed by participants in the program. No organization meeting at the library shall use the library as its official address or the library's telephone number for the relay of messages of the organization.

FEE (For 4 hours)

Peoria Heights Residents (for social or not-for-profit use) - \$10.00**

Non-Peoria Heights Residents (for social or not-for-profit use) - \$50.00**

** No fee may be charged, no collection may be taken, and no purchase may be required of those who attend.

Commercial Use - \$100.00

DEPOSIT (for all rentals): \$50.00

POLICIES

--Individual/groups using the Library Meeting Room may not discriminate on the basis of race, sex, color, creed, national origin, religious belief or handicap, against any person requesting admission to the meeting.

--Meetings or programs which in the opinion of the Library Director are inappropriate to a library because of noise or other factors will not be permitted. The meeting cannot be expected to disrupt the ability of the library to conduct its business in a normal or orderly manner.

--Smoking and alcoholic beverages are not allowed in the meeting room and any area of the library or its property.

--Any damage to the premises or library furnishings as a result of the meeting will be paid by the group. User agrees to pay for any special maintenance required

and all damages done to the Meeting Room during the meeting. User also agrees to pay for all damage done to the Library premises as a result of the meeting.

--The group is responsible for setting up chairs and tables for its members and putting them away when the meeting is finished. Arrangement can be made for setting up the room, but a fee will be charged. The set up fee is non-refundable if the meeting is canceled by the group on the day of the meeting.

--In the event of a Library building emergency or weather-related emergency, meetings may be canceled.

--The Meeting Room is available for use during regular library hours. Meetings may not begin until half an hour after the library opens and must conclude no later than half an hour before closing.

--The library will not provide audiovisual equipment for use during the program.

--Light refreshments (coffee, punch, cookies) may be served in the Meeting Room. All refreshments must remain in the Meeting Room. Individuals/groups using the room must provide all supplies for refreshments and clean-up.

--The library does not provide storage space for property or supplies of groups or organizations using the Meeting Room. The library assumes no responsibility for private property brought into the building.

--The group is responsible for supervision of all children who may accompany its members. Children 7 years of age and under must remain with the group or be supervised by an adult who remains with them. Groups younger than 18 years old must have adult supervision who assumes responsibility for the groups' activities and for the care of property and facilities.

--No signs, posters, or announcements may be placed anywhere in the building without the express permission of the Library Director.

--The organization agrees to indemnify and hold the library harmless from any and all claims, suits, damages costs, losses, and expenses in any manner resulting from or arising out of the organization's use of the room. The library reserves the right to require a certificate of insurance.

--The group must comply with the Americans with Disabilities Act and is responsible for providing qualified interpreters or auxiliary aids upon request.

--All meetings must be open to staff, public, and the press.

--The Meeting Room must be cleaned of all litter and left as it was found as the meeting ends. If the room is not cleaned to the Library Director's satisfaction, the deposit will be forfeited.

--Library staff will not take or deliver messages for meeting participants.

--Organizations are responsible for notifying the library of cancellations. If an organization fails to appear for its scheduled meeting, it forfeits the deposit paid at the time of the reservation.

--The contact person for each organization is responsible for ensuring that each member of his or her group is aware of and abides by these regulations.

--Future use of the Meeting Room may be restricted or denied for any violation of these rules.

--User agrees to pay for any security measures that the Library determines are reasonably required in connection with any meeting proposed by the User. At least 48 hours prior to the meeting, User shall deposit such funds with the Library, as the Library reasonably deems necessary in light of the relevant circumstances, to cover the cost of such security measures.

RESERVATIONS

Requests for use of the Meeting Room may be made by completing a reservation form. Reservations must be made at least one week in advance to the Library Director during normal business hours Monday-Friday. A deposit of \$50.00 and rental fee should accompany the form. Separate payments for each must be provided at the time of the reservations. Requests will be honored on a first-come, first-served basis.

REVIEW PROCESS

User may appeal any decision of the Library under the Meeting Room Policy to the Board of Trustees.

Such appeal shall be filed in writing with the Library Director within 10 days after notice of the decision is given to the User. Such notice shall be deemed given to the User when the decision is personally delivered in writing to User or when the written notice is sent to user by first class or certified mail.

In the event of such an appeal, the board of Trustees shall hold a hearing for the purpose of hearing evidence relevant to the appeal.

Within 30 days after conclusion of the hearing, the Board of Trustees shall make a written recommendation regarding the matter. The written recommendation will be the final decision concerning the appeal.

Amended July 8, 2002

ARTICLE VII

MEETING ROOM POLICY

7.1 KEWANEE PUBLIC LIBRARY DISTRICT MEETING ROOM POLICY

The Kewanee Public Library District has meeting rooms whose primary purpose is in support of library functions, meetings, and programs. These rooms are available for use by individuals, groups and organizations.

THE FACILITIES

The main meeting room is a large meeting room which has a capacity of 100 persons in chairs arranged in auditorium style. With tables, the room has a capacity of 75.

CONDITIONS

The room may be reserved for groups subject to the following conditions:
(For charges see Meeting Room Fees)

1. All meetings shall be open to the Library Board, Director and staff. This does not obligate the group or organization to notify the public of the meeting or to specify in any publicity that it is open to the public.
2. Meetings should be held during Library hours.
3. Meetings may be held before or after regularly scheduled Library hours only when prior arrangement has been made and approval has been given.
4. Groups may not charge admission to meetings, except for library-sponsored or related programs, which may charge fees to defray expenses. Groups may charge attendees for the actual costs of materials used in a program, i.e. workbooks, handouts, supplies, etc. This must be indicated on the application.

PRIORITIES FOR USE

Should there be several groups wishing to use the same rooms at the same time, priorities for granting use will be as follows:

1. Kewanee Public Library district and library affiliated/sponsored groups.

2. Non-profit educational, informational, cultural or civic groups and organizations having at least one adult member who holds a Kewanee Public Library District card.

Room fees for meetings during library hours will be waived for:

1. Library sponsored and affiliated groups.
2. Not-for-profit groups with Kewanee Public Library district cardholders as members.
3. Federal, state, and county governmental groups.
4. City of Kewanee, Park District, School District, Board, committee and office holder meetings.
5. Kewanee residents for non-commercial meetings.

This means that:

1. Groups without Kewanee residents must pay \$20.00 per each hour that the meetings takes place.
2. All groups, including those with Kewanee residents must pay \$20.00 for each hour or fraction thereof that the meeting extends beyond regular library hours.

CANCELLATIONS AND REFUNDS

In the event of a meeting room request cancellation, the security deposit will be refunded as soon as possible.

GENERAL MEETING ROOM USE RULES

1. The library does not provide service to carry supplies, make coffee, provide office supplies, or photocopies. All groups, except those sponsored by the library must provide their own support for preparation and clean up.
2. Refreshment supplies such as cups, containers, paper goods, tea and coffee and kitchen utensils, towels, dishes and table service are not provided by the library.
3. Refreshments may not be taken out of the meeting room.
4. The kitchen is not to be used for cooking.
5. Alcoholic beverages are not allowed.
6. Smoking is not allowed in the library building.

7. At the conclusion of a meeting, the individual, group or organization is responsible for placing all areas in the condition existing before the meeting commenced. This includes, but is not limited to, rearranging or restacking chairs and cleaning tables, kitchen counters and appliances, if used. If a group does not leave the room in reasonable order, the group will forfeit their security deposit and may have its meeting room privileges suspended or revoked.

7.2 APPLICATION FOR USE OF MEETING ROOM

Application must be signed by an adult and submitted before use of the room.

Date of request: _____ Day of the week: _____

Time: from _____ to _____

Name of organization: _____

Name of person filling out form for organization: _____

Position in group: () Officer _____ () Member

Address: _____

Phone number: () _____ Home () _____ Work

Activity/subject
planned: _____

Attendance for statistical reporting: _____

Brief description of materials or literature to be distributed: _____

Will refreshments/food be served: () YES () NO
() The security deposit (\$25.00) is required with the application.

I have read the meeting room policy and agree to leave the room clean and orderly condition in which I found it. We agree to pay for the cost of repair or replacement for any damage to the facility or equipment not covered by the security deposit. The library is not responsible for damaged or loss of materials used or left in the building by the group or organization.

By submitting the request, I am assuring the library that the above information is correct and that any advance publicity should in no way involve the library other than as a place of meeting. I realize violations of the rules will result in the cancellation of the meeting and possible repercussions in scheduling future use of the room by this group or individual.

Signature: _____ Date: _____

Library Use Only: Date: _____ () Approved () Not Approved Approved by _____

Special requirements: _____

LIBRARY MEETING ROOMS POLICY

QUINCY PUBLIC LIBRARY

1. Library sponsored activities are given priority in scheduling use of the rooms at all times. The library reserves the right to revise any schedule of meetings if necessary and to preempt established reservations upon reasonable notifications to the group(s) involved.
2. The public meeting rooms are available free of charge for public gatherings of a civic, cultural, or educational character, but not for social or religious gatherings, money-raising, political, or commercial purposes.
3. No admissions fee may be charged, nor funds solicited, nor any venture promoted, at any meeting held in the meeting rooms. Fees for participation in workshops, study groups, discussion series, conferences, institutes, and similar meetings may be collected if permission has been secured in advance from Administrative Librarian.
4. No more than 125 people shall use the large meeting room at one time. The conference room seating is determined by the number of chairs available.
5. Reservations for room use are arranged through the Administration and Circulation Departments. Reservations must be made at least two weeks prior to the event. A member of the organization must sign a **Request for Use of the Meeting Rooms** before the meeting.
6. Meetings held by outside users must be scheduled within established service hours of the building. The group will end the meeting or program in time for the building to be vacated by the normal close of the library's service hours for the day on which the room is to be used.
7. Physical arrangements of the room, equipment, and seating must be planned at the time of the room reservation. Library custodial support is provided at no charge to arrange a meeting room before and after each public use.
8. Any group wishing to meet upon a repeating basis must make separate arrangements prior to each need. The library will not accept multiple reservations at any time from any group, unless the group is library sponsored.
9. No group may reassign its use of a meeting room to any other party.

QUINCY PUBLIC LIBRARY

REQUEST FOR THE USE OF THE MEETING ROOMS

ORGANIZATION NAME _____

REQUESTER'S NAME _____

PHONE NUMBER (home) _____ (work) _____

PURPOSE OF MEETING _____

MEETING DATE _____ TIME _____

NUMBER OF PEOPLE ATTENDING _____

ARRANGEMENT OF ROOM _____

EQUIPMENT NEEDED, IF ANY _____

Permission to use the meeting room will be granted upon acceptance of the conditions for its use as expressed in the library's Policy for the Use of the Library Meeting Rooms.

Requester's signature below signifies that he or she received and understood the Quincy Public Library meeting Rooms Policy.

REQUESTER'S SIGNATURE _____

DATE _____

STAFF SIGNATURE _____

QUINCY PUBLIC LIBRARY POLICY ON SPONSORSHIP OF ORGANIZATIONS

The Quincy Public Library shall sponsor outside organizations only according to the following criteria:

1. The organization must be non-profit.
2. The organization's purpose or mission must be relevant to the library's mission.
3. Both the library and the sponsored organization must agree to an acceptable reciprocity of benefits.
4. Both the library and the sponsored organization must promote awareness of the other party and must include the sponsorship agreement in their publicity of special events.
5. Sponsorship of any organization must not involve any direct or indirect cost or expense to the library.
6. Sponsorship of any organization must be approved by the Quincy Public Library Board of Trustees.

Sponsorship shall include provision of space for meeting, but all meetings of organizations sponsored by Quincy Public Library shall be governed by the library's "Policy for the Use of Library Meeting Rooms." Meetings may be scheduled yearly.

Other conditions of sponsorship may be added provided they are approved and agreed to in writing by the Quincy Public Library Board of Trustees and the governing body of the sponsored organization.

Adopted January 12, 1993
Quincy Public Library
Board of Trustees

CHAPTER FIVE

FORMS

Forms are tools that help a library document problems, solicit input, and address customer concerns. Libraries may want to create their own forms or adapt some or all of the sample forms included in this chapter.

All libraries should use Incident Report Forms; they are an all purpose documentation tool. All staff members should be trained in determining when and how to fill out the form and where to file them. The forms should be filed at least in the Director's office but another copy may be kept in the security office. Staff or at least supervisors should have access to the file so they can trace the history of various problem customers or re-occurring situations. See Form I and II.

Documenting suspicious activity before an incident actually occurs may provide important history and help to develop a proactive problem solving approach. For example, a group of three teenage boys come in regularly. One always chats up the circ clerk while the other two wander through the music CDs. The two are continuously looking up to see if the clerk is watching them. The clerk cannot actually prove that anything happened at that time but later it is discovered that certain rap albums are disappearing. The staff determines that the trio comes in regularly about 3:00 p. m. when junior high lets out. The supervisor arranges to have more staff on duty at that time to better handle the problem. See Form III.

An "Accident/Injury/Illness Report Form" is a special form that asks for more specific information than that included in the basic incident report form. The library carries liability insurance and this form helps the library collect information for the insurance company. It also helps the library identify hazards in the library that need immediate attention. See Form IV.

Bomb Threats were discussed under the policy and procedure category, and a special form was attached to that policy. Form V is another Bomb Threat Form. Choose either form or combine them to make your own form.

Every library should have a complaint procedure in place. This may be as informal as to when a clerk should refer something to their supervisor or the director. Form VI is a very formal process and form. It was originally developed for a larger library that had a department/service that was very controversial. The complaints were taking most of the director's and board's time. Formalizing the process made the customer think through their complaint and gave the administration a better method of addressing and documenting ongoing problems. Most libraries will not need such a formal process. NOTE: This does not replace a material reconsideration form and should not be used as such.

Form VII, "Please Tell Us" and Form VIII, "How did We Do?" are different approaches to handling problems. Although worded to help the library solicit suggestions, they can also be used to address complaints. One of these libraries has supervisors, department heads, and, if appropriate, the director answer these suggestions/complaints in writing. It has helped the library take a proactive approach to service.

Finally Form IX, Daily Closing Checklist is not really a form but can easily be made into one. It is an important tool to use to ensure that the security of the building at night is secure.

Form I

INCIDENT REPORT FORM

Date of Incident _____ Time of Incident _____

Name of person(s) involved in incident _____

Nickname of person(s) involved in incident _____

Street address _____

City and zip code _____

Telephone number _____

Physical description of person:

Sex: Male _____ Female _____ Age: _____

Height: _____ Weight: _____ Hair color: _____

Race: _____ Eye color: _____ Build: _____

Eyeglasses: _____ Mustache: _____ Beard: _____

Other distinguishing marks:

Description of clothing:

Names, telephone numbers, addresses of witness(es):

Location of incident:

Description of incident (provide as much detail as possible):

Action taken by staff:

Were police called: Yes _____ No _____

Name of reporting officer: _____

Police incident report number: _____

What action did the police take?

Did library staff file a formal complaint with the police? Yes _____ No_____

If yes, who filed the complaint? _____

Name of staff member completing this report: _____

Staff member's position or title: _____

Date report filed: _____

Date forwarded to Director: _____

Action taken by Director:

Any Library Board action required:

Form II

SPECIAL INCIDENT REPORT FORM*

Time/Date Occurred:
Reference #

Time/Date Reported:

Type of Incident:

Reported by:

Location: (be specific)

Victim Full Name:

Home Phone:

DOB:

Home Address:

City, State, Zip:

Witness/Victim:

Home Phone:

DOB:

Address:

City, State, Zip:

Agency Notified:

Responding Officer:

Describe Injury or Loss:

Describe the incident, in chronological order that events occurred. Include full name, address and date of birth for **all** persons involved. Attach additional pages if necessary. Include final disposition or status of victim's property, etc.

Property Recovered/Destroyed:

Victim's Status:

Supervisor's Signature:

Date:

Reporting Party's Signature:

Date:

*Source: Layne, Stevan P. **The Cultural Property Protection Manual**, 2nd ed.
Layne Consultants International, c 2002. p.54.

Form III

SUSPICIOUS ACTIVITY REPORT*

Time: _____ Date: _____ Location: _____
(show time, date and location of the reported activity)

Type of Activity:

Describe Person(s) Involved:

Subject #1 _____
Subject #2 _____
Subject #3 _____
Subject #4 _____

Vehicle(s) Involved:

Make _____ Model _____ Color _____ Lic# _____

Make _____ Model _____ Color _____ Lic# _____

Additional
Comments: _____

Your Name _____ Your Job Title _____
Business Phone _____ Home Phone _____
Mailing
Address _____
Business
Address _____
Cell Phone _____ E-Mail Address _____
Initial Report To: _____
Other Persons Notified: _____
Were Police Called _____ Other agencies _____ (if yes, identify) _____
Present Time _____ Date _____ Location _____

Witness **Your Signature** _____

*Source: Layne, Stevan P. **The Cultural Property Protection Manual**, 2nd ed.
Layne Consultants International, c 2002, p.8

Form IV

ACCIDENT/INJURY/ILLNESS REPORT FORM

Date of accident/illness/injury _____ Time of incident _____

Full name of person involved in accident/injury/illness _____

Street _____

City and Zip Code _____

Phone number (include area code) _____

Age of person _____ Birth Date _____

Name of person's insurance carrier _____

Name(s) and address(es) of witness(es)

Summary of Incident:

Where did it occur?

What was the person doing when the incident occurred? Be specific.

Object or substance (source) responsible for injury:

Nature and extent of injury:

Action which was taken (i.e., ambulance called, person went home as desired):

Medical services called: Yes _____ No _____

Hospital name and address _____

Doctor's name and address _____

Name of person filing report _____ Date of report _____

Date referred to Director _____

Form V

BOMB THREAT FORM*

When will the device detonate? _____

Exactly WHERE is the device? _____

WHAT does it look like? _____

WHO placed it there, and when? _____

WHAT do you want from us? _____

Who are you, why are you calling? _____

Will you repeat these details to my supervisor? _____

Keep asking these questions until caller refuses or hangs up!!

Describe background noises _____

Approximate age of caller _____ Gender of caller _____

Did the caller have an accent? _____ Describe _____

Caller's exact words _____

Immediately notify your supervisor and call the police. Call 911 or other emergency numbers and repeat information. Do not leave until questioned by police. Retain this form.

*Source: Layne, Stevan P. **The Cultural Property Protection Manual**, 2nd ed. Layne Consultants International, c 2002. p.7

FORM VI

COMPLAINT PROCEDURE

A complaint form can be filled out at any service desk or in the business office. Whenever a patron has a complaint or suggestion relating to a library service and an employee is not immediately able to solve the complaint to their satisfaction, they will be referred to the supervisor of the department but encouraged to fill out the Complaint Form. A copy is given to the department head in the department related to the complaint and the original is sent to the Director.

- 1) Department Head (or the Asst. Dept. Head in his or her absence): All written complaints are to be referred immediately to the Director (or in his absence, his/her designee). The Director should respond in writing within seven days. If the patron is not satisfied, they should write a letter to the Director asking that the complaint be referred to the Executive Committee of the Library Board for discussion. This letter must be written and received within fourteen calendar days of the date of the written decision of the Director.
- 2) Executive Committee (President, Vice President, Secretary, Treasurer): From the date that the Director receives the request for referral, the committee should meet and respond no later than 21 days. If their answer is unsatisfactory to the patron, the patron must request in writing within fourteen days of the date of the written decision of the committee that the complaint be passed on to the entire board. The patron must again request this in writing from the director.
- 3) Entire Board: From the date that the Director receives the request for referral, the Board must meet and respond in writing no later than 30 days. The patron shall be entitled to speak to the entire board, and the Board may call in staff it deems appropriate to also speak to the issue. The decision of the Board shall be the Final Decision on the issue and be entered into the Board minutes.

SERVICE COMPLAINT FORM

Name: _____

Address: _____

Home Telephone: _____ Work Telephone: _____

Whom do you represent: Self () Group ()

Name of the Group Representing _____

Department or Staff under Comment: _____

Please state your comment, suggestion or criticism (write on the back if more space is needed) : _____

When did the event or program occur? Date _____ Time _____

Are you aware of the policy relating to this issue? _____ Yes _____ No

What is the policy as you understand it? _____

Whom did you speak to on this subject? _____

Have you talked to the department head in charge of this department?

_____ Yes _____ No Their Name _____

What was their response? _____

Have you complained about this issue before? When? _____

What do you want to happen as the result of filling out this form? _____

Signature: _____ Date _____

For staff use only:

Staff member receiving comments: _____ Date _____

FORM VII

PLEASE TELL US!

We welcome any comments from you as an opportunity to improve our service. Thank you for your interest and time to complete this form.

Date_____

Name_____

Address_____

Phone #_____

COMMENT_____

BLOOMINGTON PUBLIC LIBRARY IS COMMITTED TO EXCELLENT SERVICE

FORM VIII

Kewanee Public Library District

102 South Tremont St.
Kewanee, IL 61443
309/852-4505

HOW DID WE DO?

We want to know what you think.
Please write your comments and we'll
pass them on to the appropriate
departments and to the administrative
office. Be sure to check the box if you'd
like a response.

Please check off which department your
comment pertains to or if it concerns the
whole library.

☐ Library ☐ Circulation Dept.
☐ Youth Services ☐ Adult Services 1 Reference Dept
☐ Administration ☐ Technical Services Dept.
☐ Outreach Services ☐ Maintenance

Date _____
Comments:

(Optional)
Name _____

Address _____

Telephone _____

☐ Yes, I'd like a response
☐ YES ☐ NO I am a Kewanee Library cardholder

FORM IX

DAILY CLOSING CHECKLIST:

ANNOUNCEMENT:

Thirty Minutes Before Closing: Make a general announcement over the intercom: "The library will be closing in thirty minutes. If you plan to check out books, please come to the desk soon. If you are using the computers or photocopier, please plan accordingly as the equipment is turned off at five minutes before the hour."

Fifteen Minutes Before Closing: Make the same general announcement but add: "Those who need to arrange for a ride, need to do so now." If you are unable to make a general announcement, someone in each department should remind everyone in the department that the library will be closing soon. Flashing the lights helps get everyone's attention but it does cut the life of the light bulbs.

PROCEDURES:

Fifteen Minutes Before Closing:

One person from each department should walk around the department and:

1. Ask teens and unattended children if they need to arrange for a ride home. The library makes the call if there is not a public pay phone.
2. Remind customers that if they want to check out some materials, they need to do so now while there is time.
3. If customers are on the computer or photocopier, remind them that the library will be closing shortly and the equipment will be turned off five minutes before closing.
4. Step into the restroom (or if a single use facility, knock on the door) and say the library will be closing soon, please prepare to close.

While doing this, the designated person may also:

1. Check that unused equipment is turned off, if appropriate. This is especially important for heaters, fans, and equipment in workrooms and offices.
2. Pick up books and papers, left on tables and shelves. They should neaten as they walk.
3. Check restrooms for occupancy and if empty, turn off the lights. Make sure all toilets are flushed and that there are no messes that need addressed. Note problems for the custodians.
4. Check all rooms, closets, and storage areas. Lock doors as rooms are checked.
5. Check that all windows are closed and locked.

Five Minutes Before Closing:

1. Turn off computers, photocopiers, and other equipment.
2. Lock more doors.
3. If multi-floor building, lock doors to entrances to other floors. Crash bars should still allow egress.

AT CLOSING:

1. Walk up and down the stacks to make sure everyone is out.
2. Check the restrooms again. Turn off lights when everyone is out.
3. Check all rooms, closets, and storage areas. Lock doors if not already done so.
4. Put money away (after, not before, library is closed.)
5. Make sure all equipment is turned off or disconnected if appropriate.
6. Activate interior alarms.
7. Everyone leaves at once for the parking lot. This ensures that no one is inadvertently left in the building with the alarms on and promotes safety in the parking lot.
8. Note non-staff vehicles still in parking lot. Write down license plates in security log or use suspicious activity report form (Form III) .
9. Note non-staff still in parking lot. If appropriate, document in security log.

CHAPTER SIX

POLICIES AND PROCEDURES

Each of the following pages features a problem behavior. The Safe Harbor Taskforce has looked at other manuals both published and unpublished to select the topics covered in this section. The policies are arranged alphabetically. If a user has difficulty locating a policy for a particular problem behavior, we refer them to the Index as we may have filed it under a different subject than the user expected. For example, issues relating to drugs and intoxication are filed under Alcohol and Drugs.

The general format includes a policy and/or a definition, a legal citation when appropriate, a responsibility breakdown between who is responsible and what they are to do, and finally some suggested words to say to address the problem with the customer. We always cite the staff person as the one to make the contact because he/she is the one who will witness the behavior. ***Everyone is responsible for security.***

Every library staff will want to discuss these policies. There may be more subjects than they want to include. If they are lucky enough to have trained security officers on staff, they will need to discuss when to bring them into the situation. In most cases, the staff person will probably still be the first contact as transferring every issue to security may automatically send the message that every offense is a serious offense. Discussion should also cover when to pass a problem up to a supervisor or the director and how to do so. Teamwork is critical in handling serious situations. How will library staff let others know that they need help and need it now?

Each library staff should develop its own scripts to use in specific situations. The books and other library materials in the Bibliography as well as the scripts included in the manual will help the library staff determine what they are comfortable saying. None of these are, of course, written in stone. They are only suggestions to help you get started. Sometimes when faced with a difficult situation, one's tongue ties itself in knots and having some possible scripts to follow can help you get started. These scripts were carefully written (in some cases with the help of mental health professionals) to help defuse situations, not escalate them, so keep that in mind as you plan what you would say in a given situation. It is important to introduce one's self as working for the library, to assume that the customer may not be aware of a policy, to explain the policy or give them a copy of it, and to explain the consequences if they do not follow the policy in the future. As you write sample scripts, read them aloud to each other. It is important that what is said does not sound inflexible and authoritarian or patronizing. Sometimes those are fine lines. Writing and practicing the scripts will improve everyone's comfort level in addressing problem situations. When practicing, also pay attention to your stance and other body language. Crossed arms or hands on hips, scowls, and other body language may lead to escalation of the confrontation. Hands at your sides, a neutral or open expression, and a modulated voice will help de-escalate a situation. Calling a person by name may also help calm a situation because it encourages attention.

It is also important to begin documenting problem behavior on Incident Report Forms. In some cases a problem behavior log may be sufficient. The log would include the basics of who did what when (date, time) and where as well as who handled the situation. If the library uses a log they should also use the Incident Report Forms for the more serious offenses, especially any time someone is asked to leave the premises for longer than a day or when the police are called. A library cannot ban someone from the library permanently. They can ban them for a specified period of time and agree to review the situation again at that time. The library may determine that it is appropriate to continue that person's exclusion from the library for another extended period of time at which time it will again be reviewed.

Reminder: These policies are suggestions/samples only. The Safe Harbor Task Force wrote these policies at a certain point in time, and situations and times change. An attorney reviewed this manual, but neither he nor we on the taskforce know how you intend to utilize the policies and procedures within your own library. We recommend that you read some of the books in the Bibliography and pick what you need from this manual and those to address your own problem behaviors. It is important to have the manual reviewed by your library's attorney so he/she can examine the policies within the context of your library.

NOTE: The Criminal Code is under revision. Illinois Statute citations noted in this manual will likely change within two to three years.

ACCIDENTS, INJURIES, OR ILLNESS ON LIBRARY GROUNDS

PROCEDURE:

WHO

WHAT

Staff member

1. If immediate assistance is needed, call 911. Never offer to drive the patron anywhere for medical assistance.
2. Stay with the person and tell him that assistance is on the way.
3. Do not provide medical aid (CPR, etc.) unless properly trained in appropriate techniques.
4. Do not move the person but try to make him as comfortable as possible.
5. **BLOODBORNE PATHOGEN**-If body fluids are present (blood, urine, saliva), wear latex gloves when touching the person. Be careful. If a band-aid needs to be used, give it to the individual and have him place it on the injury himself. A parent may do this for a child.
6. Clear the area of bystanders. Recruit other staff members to help if needed.
7. Remove any obstacles in the path of the Emergency Response Service.
8. Contact Supervisor and Director.
9. Get the details of the accident, injury, or illness (person's name and address but do not search his pockets, purse, etc.). Also get names and addresses of any witnesses. Complete an Accident/Injury/Illness Report Form (kept in a folder marked "Accident/Injury/Report Forms" at the Circulation Desk).
10. **Information on the report form must be factual. Any liability issue will be referred to the Library Director and library's attorney.**

Comments: See APPENDIX II and APPENDIX III and FORM IV.

ADULT ABUSE/NEGLECT

DEFINITION: Abuse is a willful action or inaction that causes harm. It includes physical, mental, and sexual abuse (including non-consensual contact or consensual contact with a caregiver). Some samples of abuse (this is not an all inclusive list) are unexplained bruises; the caregiver refuses to allow visitors; the person is in restraints or locked in a room; the person is emotionally upset, agitated, withdrawn, non-communicative, depressed, or nonresponsive; the adult is deserted in a public place or in his or her own home; or they are dehydrated or malnourished, have untreated injuries, or are living in unsafe living conditions.

PROCEDURE:

WHO

WHAT

Staff member

1. In the course of homebound visits, staff may suspect abuse or neglect.
2. If neglect/abuse is suspected, report incident to supervisor.
3. If unsure if person may be in need of assistance, contact one of the agencies mentioned below.
4. Complete an Incident Report Form.

COMMENTS: The local Agency on Aging maintains a program called Gatekeeper. Through this program the agency trains people to be on the lookout for signs that older people need help. The library may arrange for library staff members to receive such training.

www.state.il.us/aging/aas.htm - to find an agency that covers your area.

Other agencies that may be of help:

Senior Helpline (a.k.a. Elder Abuse Hotline)

1-800-252-8966 or 1-800-279-0400

Illinois Coalition Against Domestic Violence

1-800-799-7233 <http://www.ilcadv.org>

ALCOHOL AND DRUGS

See also: **DRUGS-WITNESSING SALE OR USE**

POLICY: Individuals under the influence of illegal drugs or alcohol, or who possess or consume illegal drugs or alcohol in the library or on library property will be asked to leave immediately. Progressive discipline may be used. If they are doing something illegal, the police will be called.

PROCEDURE:

WHO

WHAT

Security Officer

1. After determining that there is a reasonable suspicion that the customer is under the influence of drugs or alcohol, politely ask him to leave for the rest of the day.
2. If progressive discipline is used, check previous incident reports to see if a longer suspension is required.
3. Hand the individual a copy of the posted expectations for appropriate behavior if it appears the individual is capable of understanding, pointing out the applicable expectation.
4. Either escort the individual out. Do not touch the individual.
5. If the individual is not cooperative or appears incapable of complying or is doing something illegal, the police should be called. If an overdose is suspected, also call 911 for medical assistance.

WHAT TO SAY: Use their name (if known); it will encourage awareness.

To ensure the safety of all patrons, alcohol is not permitted in the library or on library property. I will have to ask you to leave the library today, but please feel welcome to return when you are not using.

Have you been drinking today, sir? You appear to be under the influence of either alcohol or drugs and I will have to ask you to leave the library for the rest of the day.

I'm sorry; I will have to ask you to leave the library until you are alcohol and/or drug free. I will take your bottle and dispose of it. You must leave the library for the rest of the day.

Comments: Focus on the person's behaviors. A staff person may suspect someone has been using, however the patron's behaviors do not warrant any cause for action. See **APPENDIX IV**.

ANGRY OR IRATE CUSTOMERS

See also: **THREATENING BEHAVIOR**

See also: **VERBAL ABUSE/SWEARING**

See also: **ASSAULT/VIOLENCE**

POLICY: Excessive displays of anger directed at any employee or member of the public are not tolerated. If an employee feels uncomfortable or intimidated by the level of anger directed at them by a customer, he/she has both a right to insist the customer discontinue this behavior immediately and a responsibility to defuse the situation.

PROCEDURE:

WHO

WHAT

Staff member

1. Utilize a non-threatening approach and ask, "Is there something I can help you with? You seem upset and I would like to help." This will set a tone that you are trying to help rather than reprimand.
2. Calmly request that the customer moderate his/her behavior and conduct his/her dialog in a calm and civil fashion.

Supervisor

3. If the customer refuses to calm down, the employee should continue dialog and have a co-worker call upon the Supervisor/Security/ Director or, in their absence, a co-worker, for support and assistance.
4. The supervisor should unobtrusively enter the dialogue with the customer.
5. If a staff person witnesses another staff person engaged in the altercation, they should not leave them alone.
6. If the situation cannot be defused successfully by library staff, the library may call upon the city police for assistance.
7. Fill in an Incident Report Form.

WHAT TO SAY:

1. I hear this is a frustrating situation for you. How can we resolve this problem? (If possible, let them come up with some solutions. This is not always practical.) Let's step over here where we can discuss the situation more carefully. We'll be able to reach a solution by working together on this.

2. I can see this situation is upsetting to you. I would love to talk to you about it, but first I need you to lower your voice (and/or calm down). I'm sure we can resolve this problem together. Let's step over here where we can discuss the situation more carefully.

IF INAPPROPRIATE BEHAVIOR CONTINUES:

I hear you're angry but your behavior is inappropriate and I am feeling uncomfortable. I would like to continue working with you on this. To do so you have two choices: 1) You may lower your tone of voice so that we can continue working together on this situation **OR** 2) You may leave the library and come back another day.

IF BEHAVIOR CONTINUES:

Show them the policy regarding this type of behavior. Let them see that calling the police is an option. Tell them, "We don't want to call the police, but we may have to if you continue to choose to behave this way. Do you think we can avoid this?" If they say, "Yes." Follow with, "Tell me how we can avoid calling the police?" (This again will allow them to come up with solutions).

Staff may call the library security and/or police at this time, as appropriate.

COMMENTS: If you are thinking, "Should I call the police?" you should. See **APPENDIX V**.

ANIMALS IN THE LIBRARY

POLICY: Animals, except those to aid customers with disabilities, are not permitted in the Library. Animals may not be left unattended on Library property. Any unattended animal left in the Library or on Library property will result in a call to animal control.

PROCEDURE:

WHO

WHAT

Staff member

1. If an animal is not there in an assistive capacity, ask the customer to remove the animal from the Library.
2. Give the customer a copy of the policy.
3. If the customer refuses to remove the animal, call the police.

WHAT TO SAY:

You may not be aware but animals are not allowed in the library. Here is a copy of the library's "Rules of Conduct." Please take your dog to your car.

COMMENTS: See **Appendix VI.**

ASSAULT/VIOLENCE

See also: **ANGRY OR IRATE CUSTOMERS**

See also: **THREATENING BEHAVIOR**

See also: **VERBAL ABUSE/SWEARING**

POLICY: The safety of customers and staff is of the utmost importance. Violence of any kind will not be tolerated. Assault and battery are against the law.

PROCEDURE:

WHO

WHAT

Staff member

1. Any staff member who hears raised voices or sounds of a scuffle should investigate. Recruit other staff to quietly move other customers out of the way to a safer location. If you suspect violence is a possibility, call and alert other staff and administration. Use teamwork.
2. Remain calm. Do not become angry and do not argue. Don't block exits.
3. Do not invade their personal space. Maintain at least an arm's length away. This keeps staff out of punching or kicking range.
4. If two adults are fighting, do not get between them.
5. Call the police and describe the situation and location of the altercation. If they are not yet aware, call administration.
6. Notice details so you can describe the combatants and the situation to authorities.
7. Staff are expected to cooperate with the police and to serve as a witness in court if called upon to do so.
8. Fill out an Incident Report and file it in the Director's Office. Administration may decide to ban the combatants from the library for a period of time.

WHAT TO SAY: To onlookers: Excuse me. I work for the library. There's a problem and we need to evacuate you to a safer area.

COMMENTS: Library staff should discuss how they would work together as a team to handle various violent scenarios as well as where and how to evacuate customers when necessary.

If young children are fighting, tell them to stop. Separate them from their friends and other bystanders. Examine them for injuries and try to get to the bottom of the problem. It is probably a good general principle that parents are always called when a child is involved in a fight on library grounds. They may have an injury that goes undetected by library staff and it is important for parents to be aware of the incident.

See **APPENDIX VII, APPENDIX VIII, APPENDIX VIX, and APPENDIX X.**

BOMB THREAT

Bomb threats may be received in person, by mail, or by telephone call from either the person issuing the threat or from various law enforcement groups relaying threat they have received.

POLICY: Evacuate the building immediately, using the public address system to instruct the public and staff. The staff member receiving the bomb threat will make the announcement or ask a co-worker to do it while he/she immediately calls 911.

PROCEDURE

WHO	WHAT
1 st staff member	1. When receiving a bomb threat call, get as much information as possible from the caller.
	2. Alert another staff person to make the evacuation announcement.
2 nd staff member	3. Call the police giving them all the information you have.
	4. Calmly make an announcement on the public address system to evacuate the library.
Both staff members	5. Assist with evacuation. Follow your library's normal evacuation procedures. Example: Circulation staff will lock circulation lobby doors, office staff will lock the hallway door to administration, and adult services staff will act as backups for these procedures.
Director's designee	6. If the Director is not in the building, his/her designee will notify him/her.
	7. When police arrive, staff will not accompany them into the building. The Director or Security Officer will escort them.

WHAT TO SAY:

We have a situation in the building. Please evacuate the building immediately. This is NOT a drill. There will be no check out. Please take all your belongings with you. Please leave the building now and go to the far north corner of the parking lot. (or wherever the library has designated as the appropriate place for people to collect during an emergency so they are together but are not blocking emergency personnel from entering the building.)

A second announcement will be made after everyone is outside the building:

There is an emergency in the building, please leave the library immediately and go to the far north corner of the parking lot.

PROCEDURES

1. **Direct Bomb Threat by Telephone** - Individual receiving the call should refer to the following.

- A. **Do not** upset the caller – **do not** hang up.
- B. Record the time the call was received and the extension number that was called.
- C. Keep the caller talking by asking questions about the bomb, i.e.
 - What time will it go off?
 - What floor is it on?? What department?
 - What does it look like, type of package? Size?
 - Color?
 - Why did you do it?
 - What will cause it to explode?
- D. Try to identify the caller. Make note of words, phrases, voice characteristics, accent, background noise, etc.
- E. Immediately notify Security. Superior/Security will notify the police department.

Caller's Voice (circle)

Male	Calm	Slow	Crying	Slurred
Female	Stutter	Deep	Loud	Broken
Young	Giggling	Accent	Angry	Rapid
Middle Age	Stressed	Nasal	Lisp	Excited
Old	Disguised	Sincere	Squeaky	Normal

Tone of Voice _____ Background noise _____

Is voice familiar? ____ If voice is familiar, whom did it sound like? _____

Remarks: _____

ADDITIONAL INFORMATION

Did caller indicate knowledge of the library? _____

If yes, how? _____

What telephone extension did the call come in on? _____

Date of call: _____

Staff: _____

2. Direct Bomb Threat Letter

A. If you receive a letter warning of a bomb in the building, immediately notify Security and the Director. Do not handle the letter more than necessary.

B. The bomb itself may be sent as a letter or parcel. Individuals responsible for opening mail should look for the following signs that might indicate a bomb:

- No return address
- Uneven thickness or uneven balance
- Excessive weight
- Small holes in the envelope
- Grease or oil stains, or strange odor (such as almond)
- Stiffness due to metal parts
- "Personal", "Confidential", or "To be opened by" written on package.
- Misspelled names or incorrect addresses
- Envelopes addresses to Library Executive.

If enough of these signs are present or there are additional reasons to believe that a letter bomb is present, security should be contacted.

3. Indirect Bomb Threat Through a Third Party

A. Immediately transfer the call to Security or the Director.

B. Security or the Director will obtain the name, title, telephone number of person calling and the organization they represent.

4. Notify Library Authorities

A. The individual receiving a direct bomb threat should notify Security immediately and Director on any Library phone.

B. Relay as much specific information as possible to Security or the Director.

See also **FORM V**.

CD PLAYERS/EARPHONES

POLICY: Customers may use them in the library as long as they do not disturb others.

PROCEDURE:

WHO

WHAT

Staff member

1. Repeat above policy and give customer copy of written policy.

WHAT TO SAY:

You may use your CD player with earphones but I need you to turn it down because the volume level is disturbing others. Thank you for being considerate of your fellow customers.

CELL PHONES AND BEEPERS

POLICY: We ask that users please turn off cell phones and beepers or put them on silent mode while in the library so as not to disturb fellow customers. If you need to use your cell phone, we ask that you move to the outer lobby or to a quiet study room.

PROCEDURE:

WHO

WHAT

Staff member

1. Repeat above policy and give customer copy of written policy.

WHAT TO SAY:

Your cell phone ringing or your talking on the phone is disturbing other library users. We ask that you use your phone in the outer lobby or in a quiet study room. Thank you for being considerate of your fellow customers.

CHILD ABUSE/NEGLECT

POLICY: The library welcomes children of all ages to use its materials and services. The responsibility for the care, safety, and behavior of children lies with their parents, both within the library building and on library grounds.

DEFINITION: Illinois Department of Children and Family Services will handle nearly 125,000 reports of child abuse and neglect this year.

705 ILCS 405/2-3 Any minor under 18 years of age may be suffering from neglect if:

- (1) not receiving proper or necessary support, education as required by law, medical or other remedial care necessary for well-being or other care necessary for well-being including adequate food, clothing and shelter;
- (2) who is abandoned by parent or other person responsible for their welfare;
- (3) whose environment is injurious to their welfare; or
- (4) under 14 years of age whose parent or responsible person leaves the minor without supervision for an unreasonable period of time without regard for the mental or physical health, safety or welfare.

Any minor under 18 years of age may be suffering from abuse if the parent, immediate family member, or person responsible for the minor's welfare or any individual residing in the same home:

- (1) inflicts or causes to be inflicted or allows to be inflicted physical injury by other than accidental means, which causes death, disfigurement, impairment of physical or emotional health or loss or impairment of any bodily function.
- (2) Creates a substantial risk of physical injury by other than accidental means which would be likely to cause death, disfigurement, impairment or emotional health or loss or impairment of any bodily function;
- (3) Commits or allows to be committed any sex offense or acts of torture against the minor; or
- (4) Inflicts excessive corporal punishment.

PROCEDURE:

WHO

WHAT

Staff member

1. While it is not required, staff are encouraged to notify the police if a patron or staff member has reasonable cause to believe a child may be an abused or neglected child. (See Comments below.)
2. The witness should be encouraged to make him/herself available to give an official report of the incident.
3. Staff person in charge will fill in an Incident Report Form detailing the incident to the Director.

COMMENTS: WHEN TO CALL THE HOTLINE (1-800-25-ABUSE):

You should call the hotline whenever you believe that a person who is caring for the child, who lives with the child, or who works with or around children has caused injury or harm or put the child at risk of physical injury as defined by the Abuse and Neglected Child Reporting Act. Some examples include:

- If you see someone hitting a child with an object.
- If you see marks on a child's body that do not appear to have been caused by an accident.
- If a child tells you that he or she has been harmed by someone.
- If a child appears to be undernourished, is dressed inappropriately for the weather, or is young and has been left alone.

Use your own judgment and call the hotline whenever you think a child has been abused or neglected. **SOURCE:** Prevent Child Abuse of Illinois <http://www.childabuse-il.org/suspect/suspect.htm>.

See **APPENDIX XI**.

COMPUTER and EQUIPMENT USE PROBLEMS

POLICY: The library reserves the right to limit, refuse, and/or ban any patron from using the library equipment and computers. Use is limited to patrons in good standing, i.e., all fines have been paid, all overdue materials have been returned, any lost materials have been paid for, and the patron has a current local library card. Anyone under the age of ____ must be accompanied by a parent or guardian while using library equipment or computers. Reservations for equipment or computer use can be made at the circulation desk, and without them usage is on a “first come, first served” basis. However, all patrons shall log in at the circulation desk prior to use to avoid conflicts with reserved times. If a user has not logged in at the circulation desk, that user will be required to give up usage if a patron who has logged in or made a reservation is waiting. In addition, these rules apply for library computer (non-Internet) use: Usage is limited to ____ hour blocks, however, the patron may continue to use the computer in 15 minute intervals until another patron wishes to use it. If a patron is more than 15 minutes late for a reserved time, the computer becomes open. Copyright laws forbid duplication of copyrighted software. The library may restrict the use of personal software on library computers. Library software shall not be copied and must be returned to the circulation desk before use of another software product. **SOURCE:** Campbell, Sharon and Phil Lenzini. **ADMINISTRATIVE READY REFERENCE.**

PROCEDURE:

WHO

WHAT

Staff member

1. If User will not leave at the end of his/her computer use time limit, ask the person politely to leave to make room for other users.
2. If user does not comply, assess a penalty of no computer use for a specific time period.
3. If user does not leave, contact the supervisor or call police. If the latter is necessary, file an Incident Report.

WHAT TO SAY:

There are people waiting to use the Internet computers. Since you have reached your time limit, please log off so that someone else may use the computer.

Continued use after request: Staying on the computer past your allotted time is a violation of our user agreement. You may not use the Internet computers for one week (one month, whatever).

Further refusal or escalation of behavior should be handled by the supervisor and police, if warranted.

COMMENTS: Sign in procedures should allow the library to collect accurate usage statistics while protecting the privacy of users.

Although the Safe Harbor Taskforce chose not to address Internet related problems in this manual, we have included **APPENDIX XXXVI** which is Phil Lenzini's suggested Acceptable Use Policy for the Internet.

COMPUTER TAMPERING PROBLEMS

POLICY: Adding software, tampering with or introducing viruses into the library's software, databases, or e-mail in any way, re-arranging the computer desktop, or harming any library computers, networks, software, or automation systems in any way is not allowed and may, depending on the severity of the problem, lead to arrest and prosecution of the offender.

Computer Tampering Statute 720 ILCS 5/16 D-3

Computer Crime Prevention Law 720 ILCS 5/16 D-1

PROCEDURE:

WHO

WHAT

Staff member

1. As soon as an employee becomes aware of a problem (virus, inappropriate software, . . .), he/she should contact the Director and the System Administrator.
2. They, in turn, will search to find the root of the problem and, if possible, determine the person who caused the problem, as well as contact the authorities, if appropriate, providing them the evidence they need to proceed.
3. File an Incident Report Form explaining the problem and the steps that were taken to address it.

COMMENTS: Note that the Criminal Code is in the process of being revised and the citations noted above will be changing.

DISRUPTIVE, NOISY OR ROWDY BEHAVIOR

POLICY: Any action or behavior that disrupts other library users or employees, or that hinders other individuals from using the library or library materials is prohibited. Loud, excessive, and boisterous behavior within the building is not permitted. This includes, but is not limited to, running; fighting; quarreling; swearing; shouting; tantrums; excessive displays of affection; making rude or inappropriate remarks; and excessive displays of anger.

Additionally, library users should not talk or introduce other sounds or noise at a volume level that is significantly above the general noise level of the library at that particular time. Lengthy conversations using a loud tone of voice, which can annoy or disturb others, are discouraged as well.

PROCEDURE:

WHO

WHAT

Staff member

1. Insist firmly that the customer cease the problem behavior. Make sure in approaching a situation that age appropriate interventions are used.
2. Depending on the situation, if the inappropriate behavior continues, issue a second warning at this time or ask the customer to leave the library grounds immediately.

Supervisor

3. Call upon the Supervisor, Security Personnel or Director, or in their absence, another co-worker, for support and assistance. If the customer fails to respond to a directive to vacate the building, call the police.
4. File an Incident Report Form.

WHAT TO SAY:

With any age group remember to be respectful and to talk to people as you would want to be talked to if the tables were turned. People will respond much better to staff if they are perceived as trying to work on their behalf rather than as authoritarian.

1. To teens: "I appreciate that you guys are trying to have a good time while you study. I would really be grateful if you could please lower your voices so that our other patrons aren't disturbed. Thank you for being willing to set a good example for our younger patrons."

If they continue: "I'm continuing to get a lot of complaints about the noise level over here. Please lower your voices. I would hate to have to ask you to leave."

"I had hoped you would have chosen to lower your voices, but I see that is not going to happen. I'm going to have to ask you to please leave the library for the rest of the day."

2. We would appreciate it if you could ask your child to stop running in the library (crying, throwing a tantrum, etc.). His/her behavior is beginning to disturb our operations and other customers.

3. Please lower your voice. Your conversation is beginning to disturb other customers.
4. Please stop fighting (arguing, shouting, etc.) immediately. This type of behavior is unsafe and is not tolerated in the library.

IF INAPPROPRIATE BEHAVIOR CONTINUES:

1. You have already been warned that we will not tolerate shouting (horseplay, etc.) in the library. Your actions are in violation of library policies. You'll need to leave the library grounds for the rest of the day (or week or month depending upon the severity of the offense).
2. Excuse me, but you might wish to continue your conversation in a more appropriate section of the library. This is generally reserved for more quiet study and discrete conversations.

Comments: Try to get the customer's name for incident reports. Ask for their library card or other identification. See **APPENDIX XII**.

DRESS

POLICY: We ask that library customers wear clothing appropriate for public facilities to insure their safety and the comfort of all our customers. Proper attire includes: shirts, slacks, shorts, skirts, dresses and shoes.

PROCEDURE:

WHO

WHAT

Staff member

1. Repeat above policy and give customer copy of the written policy and explain what is inappropriate or unsafe about their attire.
2. If inappropriately dressed customer is in to do a short transaction give them a copy of your policy, assist them quickly and then ask that they leave.

WHAT TO SAY:

Excuse me, I am _____, a library staff member. For your safety and the comfort of our customers, I am requesting you leave the library until you are dressed in a manner that ensures your safety and the comfort of our other customers.

To barefoot customers: The Library is a public building visited by many people each day. There could be items on the floor that might hurt someone with bare feet.

To parents of shoeless child: Children need to have shoes on or be confined to a stroller for their safety.

If customer refuses to leave:

Please remember this the next time you come to the library.

COMMENTS: Use caution not to pass judgment on someone else's clothing based on personal preference.

DRUGS – WITNESSING SALE OR USE

Policy: The sale or use of illegal drugs in the library or on library property is strictly forbidden and is against the law. If such sale or use is witnessed, the police will be called immediately.

Procedure:

Who

Security Officer
Staff member

What

1. Call the police at 911.
2. Be prepared to give a complete description of the individual(s) involved.
3. Make sure to keep other patrons safe. People on drugs and/or being arrested can be highly volatile. Do not block the exit. Do not try to be a hero. If the person runs, let the police catch them.
4. The library expects the Security Officer or staff member who witnesses such an incident to act as a witness, if called upon to do so.
5. Security Officer or staff member will file an Incident Report Form.

EMOTIONALLY AND MENTALLY DISTURBED

See also: ALCOHOL AND DRUGS

See also: TALKATIVE CUSTOMERS

See also: ANGRY AND IRATE PATRONS

DEFINITION: Emotionally disturbed persons may be suffering from mental illness or disorders characterized by somewhat bizarre external behavior, hallucinations, and delusions. They can be extremely withdrawn, timid, and cooperative, or violently aggressive.* It is imperative that one understands the difference between hallucinations and delusions.

Hallucination: hearing voices that other people do not hear, seeing things that are not there, and at times smelling things that are not there. For example, a man suffering from schizophrenia may hear voices telling him that he's a horrible human being and everybody hates him, and at the same time he may be seeing shadowy figures move around him. It's a terrifying reality for that person to live in. This will heighten (as it would anyone) this person's anxiety. As you approach him be aware that all this internal stimulus may be occurring and he may find it difficult to understand all that is being said to him. It may be necessary to repeat yourself.

Delusions: These involve the person's belief system. A delusional person may believe that there is someone out to get him or that she is president of the United States. Do not argue with a person who is delusional. This is a part of their mental illness. Arguing with them that they are not the president will only agitate the person and make you one of "them" who are out to get them.

POLICY: All customers should receive the same consistent, good service, but if their behavior is disruptive or distracting, it must be addressed as you would with other customers. Emotionally or mentally disturbed are expected to follow rules. Some of these instances are judgment calls. Patrons may act or talk irrationally, but if the behavior is not distracting to others, ignore it.

If the behavior becomes disruptive:

PROCEDURE:

WHO

WHAT

Staff Person

1. Seek a backup staff person to go with you. He/she is not to act or speak, but to serve primarily as moral support and as witness.
2. Speak and act calmly. Be assertive and firm. Do not apologize or become defensive.

* Campus Crime Prevention Programs. COMPLETE LIBRARY SAFETY AND SECURITY MANUAL. The Aegis Protection Group Inc. 2001. p.116.

3. Do not touch the person nor invade their personal space. Never corner them; give them space to exit if they feel the need. Keep an arm's length away.
4. Treat the person with respect.
5. Connect a behavior to results. Tell a person that his behavior has consequences. Give him/her choices.
6. Do not argue with outrageous statements, delusions, or hallucinations.
7. Be direct, concise, and impersonal when communicating rules and setting limits. It might be important to repeat the rules and limits.
8. If you feel at risk, walk away. Maintain communication and request help from co-worker. Walk the patron to the door if appropriate. Call 911 if necessary.
9. File an Incident Report Form.

WHAT TO SAY:

I hear your frustration. What information are you seeking? May I help you find something?

I would like to help you. Please calm down and talk more slowly so that I will be able to help you.

Excuse me. I work for the library. I would like to help you. Everyone has a turn and I will help you as soon as I can.

IF THEIR BEHAVIOR DOES NOT IMPROVE:

Your behavior is frightening other customers. I am asking you to leave the library now. (Is there someone I can call to pick you up?).

COMMENTS: It is important to learn as much about mental illness as you can. You may want to vary your approach somewhat on the illness. Knowledge reduces fear. For more information, contact your local mental health association. In the Peoria, Illinois area, this is Mental Health Association of Illinois Valley, Inc. at <http://www.mhaiv.org> or 309-692-1766.

The following books in this manual's bibliography are especially helpful in learning more about mental illness.

- a. Willis. DEALING WITH DIFFICULT PEOPLE IN THE LIBRARY.
- b. COMPLETE LIBRARY SAFETY AND SECURITY MANUAL.
- c. PATRON BEHAVIOR IN LIBRARIES.
- d. Salter. ON THE FRONTLINES.

FIRES/FIRE ALARMS

POLICY: Fires of any kind are not allowed on or in library property. People who start fires, no matter how small, will be prosecuted. The safety of all patrons is paramount.

PROCEDURE:

WHO

WHAT

Staff member

1. If smoke detectors or fire alarms sound, follow procedures for announcements in evacuating the building.
2. Each department has responsibilities for checking restrooms, offices, and other remote areas and helping everyone to leave quickly but safely. Do not assume that everyone will leave; make sure that they do so.
3. Once outside, make sure people do not block exits, try to re-enter the building, or interfere with emergency personnel.
4. If someone indicates that they saw someone set a fire or act suspiciously, get that information and connect the person with a supervisor and/or law enforcement. File an Incident Report Form.

WHAT TO SAY:

We have an emergency in the building. Please evacuate the building immediately. This is not a drill. Please take all of your belongings with you. Please leave the building now and meet in the north corner of the parking lot (or wherever the library designates the appropriating congregating location is to be).

COMMENTS: The library should already have determined how to handle the evacuation or safety of handicapped individuals in emergency situations so they can be quickly rescued when emergency personnel arrive. Fire drills are important tools in training staff to work together quickly and efficiently.

FIRE ALARMS (FALSE)

POLICY: Fire alarms are for emergency situations only. People of any age who pull fire alarms under false pretenses will be reprimanded and possibly prosecuted.

PROCEDURE:

WHO

WHAT

Staff member

1. If smoke detectors or fire alarms sound, follow procedures for announcements in evacuating the building. Always assume the alarm is legitimate.
2. Each department has responsibilities for checking restrooms, offices, and other remote areas and helping everyone to leave quickly but safely. Do not assume that everyone will leave; make sure that they do so.
3. Once outside, make sure people do not block exits, try to re-enter the building, or interfere with emergency personnel.
4. If it is determined that a fire alarm was pulled but there was no fire, ask customers and staff if they saw anyone near the pulled alarm.
5. If the person is identified, pull them aside and notify administration who with the Fire Chief will talk to the individual. They will decide at that time if the person will be prosecuted.
6. Fill out an Incident Report Form.

GANGS

For the protection of visitors, staff and others, the following is adopted:*

1. The use of this facility for any form of meeting or gathering of groups is authorized only by advance application and approval.

2. Unauthorized gatherings by social clubs, organizations, or gangs are not permitted.

3. Members of any group who gather within the institution or use the facility in any manner which may discourage or exclude use by any member of the public may be asked to disperse, or leave the facility.

4. Persons who violate this policy may be excluded from the library. Refusal to leave the facility when asked to do so by a member of the library's staff shall result in criminal prosecution and arrest.

Display of gang signs, symbols, or paraphernalia is discouraged. There's no known sure-fire method of avoiding gang presence in the library. The policy states that gang activity, gatherings, colors, hand-signs, or other related conduct on the property will not be tolerated. The policy must be enforced firmly and fairly.

PROCEDURE

WHO

WHAT

Staff member

1. It may be more effective to talk to the leader separately so he may save face with his fellows. The staff member might approach the group and ask to speak with him away from the group.
2. Calmly review the library's policy stated above.
3. Avoid engaging in an argument.
4. If the group does not disperse within a reasonable amount of time (i.e., 5 or 10 minutes), contact a supervisor or Director.
5. If the group refuses to leave, contact the police. Never physically touch a patron to try to remove them from the premises.
6. Fill out an Incident Report Form.

* Layne, Stevan. The Cultural Property Protection Manual, Layne Consultants International 2nd ed. c.2002 p. 76

WHAT TO SAY:

To the leader: Excuse me, sire. My name is _____ and I work here at the library. May I speak to you (in my office, away from the rest of the group, etc.) for a few minutes? We seem to have a problem. We have a group of people here but no formal meeting room reservation. Here is a copy of our rules regarding meetings of groups of people here at the library. If you cannot follow these rules, I will need to ask you and your friends to leave the library.

Hello, I am _____ with the library. If you would step over here please, I would appreciate it. You may not be aware of the library's rules on talking and other disruptive behavior. Here is a copy of our policy. If you need to have a discussion, it would be more appropriate to do it some other place than here. If you have some information needs, I would be pleased to help you but we are not equipped to help all of you at once.

If they refuse to leave:

Gentlemen, we need to ask you to follow the library's policies on meetings. If you refuse to do so, you will need to leave the library. If you do not leave, my job requires that I contact the police.

If this does not happen promptly, call the police.

COMMENTS: It is essential that a library staff learn all it can about gangs in order to deal effectively with them. The local police department is a good source of information on gangs, signs, clothes, etc. and to give staff training on procedures they should use in handling gang members individually or in groups.

HOMELESS

POLICY: Homeless individuals are to be offered the same respect and attention as any other member of the public and are subject to the same expectations of appropriate behavior. Homelessness is not the determining factor, behavior is. Reports from all sizes of public libraries indicate that homelessness may be associated with a variety of other issues which include, but are not limited to the following: mental illness, alcohol and/or drug abuse, harassment, loitering, untreated health problems, sleeping, solicitation, stalking, panhandling, swearing, anger management problems, hygiene/cleanliness problems, and individuals who come into the library with large bundles of belongings and/or overloaded shopping carts.

Please refer to the specific problem-behavior policies included in this manual.

Library personnel should familiarize themselves with the available resources offered to this population within their community (shelters, food banks or free meal distribution, counseling, etc.). Utilize these materials when reinforcing the policies stated within this manual. The person will feel supported rather than remanded when they are given information and/or reinforcement to obtain such services.

INAPPROPRIATE PUBLIC DISPLAY OF AFFECTION

See also: SEXUAL MISCONDUCT

POLICY: The library strives to protect the rights of both customers and staff and to provide a safe, comfortable, and convenient library environment. Inappropriate public displays of affection are not permitted.

Personal contact of a nonsexual nature is acceptable. The following behaviors are not acceptable:

- prolonged kissing
- prolonged hugging
- sitting on another's lap
- engaging in affection of a sexual nature, petting, engaging in sexual intercourse (actual or simulated), or touching of the genitals.

PROCEDURE:

WHO

WHAT

Staff member

1. If customers are acting in violation of this policy, explain the rule and firmly request that they follow the rule.
2. Follow up and repeat again if necessary.
3. On the third warning, the staff member should insist that the customers leave the library premises for the day.
4. Fill out an Incident Report Form detailing the incident to the Director.

WHAT TO SAY:

My name is _____, and I work here at the library. You might not know our rule about public displays of affection. This kind of behavior makes some people uncomfortable. We appreciate your adherence to this policy. Thanks.

INSECTS (LICE, ROACHES, ETC.)

POLICY: Customers, packages and materials infested with insects such as lice or roaches are not allowed in the library.

PROCEDURE

WHO

WHAT

Staff member

1. Making sure that the customer's privacy is protected, repeat the above policy and give the customer a copy of the written policy.
2. If library decides to withdraw materials, they will be charged for the materials and privileges may be cut off.
3. Have a copy of the agencies that might be able to help your customer rid their home of insects.
4. File an Incident Report Form noting the verbal warning.

WHAT TO SAY:

I am afraid we have noticed that the materials you just returned are full of roaches. We are concerned because this causes a public health concern for our staff and other customers. Your borrowing privileges may be suspended if you continue to return library materials infested with insects.

There are social service agencies that can help you rid your home of insects. I will be glad to help you identify the names of those who might be able to help you. We appreciate your understanding.

WHAT TO DO:

Place the returned materials in plastic bag. Spray insecticide into the bag and seal it for several days.

LOITERING

POLICY: Loitering inside or outside the library is not permitted. Individuals who are lingering within the building with no clear purpose or who are not using library facilities for their intended purposes will be considered to be loitering. If individuals are loitering on library grounds after the library has closed for the day, staff may remind them that people are not permitted on library grounds after hours.

PROCEDURE:

WHO

WHAT

Staff member

1. If an individual appears to be loitering on the premises with no intention of engaging in valid library-related activities, these individuals may be asked to leave.
2. If the situation warrants, the police may be contacted.

WHAT TO SAY:

1. We have a library policy against loitering. If you are not going to use the library for its intended purposes, we will have to ask you to leave the premises.
2. The library is closed for the evening. We need to ask you to leave the property.
3. Do you have a place to go? We have some information on overnight shelters you may find useful. Please allow me to give you some of these materials before you leave. Thank you and please let us know if we can answer any other questions for you about local community services.

COMMENTS: It would be useful to establish a comprehensive listing of local resources (if available) along with brochures or handouts provided by local agencies. Utilize these resources to help enforce library policy. There may be a city ordinance against loitering. If so, cite it in the policy but try to encourage the individual, if appropriate, to take information on community resources before he or she leaves. See **APPENDIX XIII**.

MISBEHAVING CHILD

See also: UNATTENDED CHILD

POLICY: The Board of Trustees has established certain standards of acceptable behavior on library property in order to maintain an atmosphere that promotes the use and enjoyment of the resources and services of the library, promotes the safety of the general public and the library staff, and protects the building, furniture, equipment, and materials of the library.

Any activity that interferes with the rights of other customers to use the library, disrupts the normal functioning of the library, could result in physical, emotional, or mental injury to oneself or others, or could result in damage to the facilities, equipment, or materials is considered disruptive and unacceptable behavior.

The library reserves the right to require anyone who engages in disruptive behavior to leave the premises, the right to restrict privileges for a specified period of time, and the right to ban the individual from the library for a specified period of time or permanently. In most cases, a staff member will notify the individual that he or she is in violation of the standards of conduct and will provide one verbal warning. Unlawful activities will be reported immediately to the police.[?]

PROCEDURE

WHO

WHAT

Staff member

1. If a child is in violation of the library's Rules for Considerate Library Use, explain the rule and firmly request that the child follows the rule.
2. If the child continues with the behavior, locate the parent or caregiver and explain the appropriate rule.
3. If the behavior continues to persist, ask the parents or guardian to leave the library, taking the child with them. Give them a copy of the Rules for Considerate Library Use to take with them.
4. If the child is left unattended, depending on the age of the child and the situation, either instruct the child to leave the building for the day, or see policy on UNATTENDED CHILD.

[?] Delphi Public Library, Patron Behavior Policy, <http://www.carlnet.org/dpl/behavior.html> . Accessed March 24, 2003.

5. The Staff person in charge will fill in an Incident Report Form detailing incident to the Director.

WHAT TO SAY:

To child: My name is _____, and I work here at the library. You might not know our rule on _____. (Explain rule). Now that you understand, I am sure this won't be a problem again, right?

To parent/caregiver: My name is _____, and I work here at the library. You might not know our rule on _____. (Explain rule). Now that you understand and your child has stopped the behavior, enjoy your visit at the library.

To child 2nd offense: You are not following the rule on _____ again. We need to ask you to leave for the day. Here is a copy of our Rules for Considerate Library use to take with you.

To parent/caregiver 2nd offense: The child is not following the rule on _____ again. We need to ask you to leave with the child for the day. Here is a copy of our Rules for Considerate Library use to take with you.

COMMENTS: See **APPENDIX XIV**, **APPENDIX XV**, and **APPENDIX XVI**.

MISSING CHILD

POLICY: The library welcomes children of all ages to use its materials and services. The responsibility for the care, safety, and behavior of children lies with their parents, both within the library building and on library grounds.

A child under age 6 should never be left alone in the library even for a short period of time.

A child 6-9 years old need not be in the immediate presence of a parent or caregiver (someone 16 years or older entrusted with the care of the child), but the parent or caregiver of the child must be somewhere in the building.

PROCEDURE

WHO

WHAT

Staff member

If a parent/caregiver reports a child missing, staff will follow this procedure:

1. Obtain name, age, and description of child. Ask parent/caregiver how extensively they have searched. Check children's area thoroughly, including bathrooms and offices.
2. Request assistance from other library staff to search their areas.
3. Check outside the library.
4. Call police if unable to locate child.
5. The staff person in charge will fill in an Incident Report Form detailing the incident to the Director.

COMMENTS: A library may determine different age break downs for the above policies. See **APPENDIX XVII** and **APPENDIX XVIII**.

OBSCENE TELEPHONE CALLS

POLICY: Staff members should not tolerate obscene phone calls.

Example: Sometimes obscene calls are not immediately detectable. A person calls and asks you to get a definition of something sexual or asks for an explanation of a sex act, etc. It may take a reference person a while to determine that the caller is getting a sexual thrill from the definition or the reading of a technical explanation.

Staff members do not have to read sexual informational details aloud to customers. They can ask for a fax number and fax printed information to the caller, mail copies to the caller, give the caller medical web sites to use or put the material aside for the caller. This will take care of legitimate inquiries and deflate an obscene caller.

PROCEDURE:

WHO

WHAT

Staff member

1. Staff members who receive an obscene telephone call should hang up immediately.
2. If caller ID is available, note the phone number, date, time, and the message.
3. Notify the police department of the incident.
4. Fill out an Incident Report Form.
5. If caller is identified, press charges.

COMMENTS: Sometimes a library may have someone calling repeatedly with obscene messages. If the library does not have the ability to identify the telephone number it should notify police and the telephone company. The phone company can place a tap on the phone to track numbers. Staff members *must* track the obscene calls. They need to keep a log with dates, times, and messages. Prosecute anyone caught making the calls.

ODOR PROBLEMS

POLICY: All library users must conform to acceptable standards of hygiene and cleanliness in order to prevent the disturbance of other library users and their use of the facility. Customers exhibiting unsanitary hygiene or whose odor initiates a complaint from other customers and/or staff will be asked to leave the library until they can meet the standards of hygiene and cleanliness. Customers whose perfume or other scents may trigger allergic reactions will be asked to refrain from wearing such scents in the future.

PROCEDURE:

WHO

Security Officer
Staff member, if the
Library does not have
Security

WHAT

1. Discretely ask the customer to leave for the rest of the day.
2. If progressive discipline is used, check previous incident reports to see if a longer suspension is warranted.
3. Hand the individual a copy of the posted expectations for appropriate behavior and point out the specific expectation that applies.
4. Let the individual know they will be allowed back when they are clean and free of body odor.
5. If applicable, hand them a list of places where they can get a free shower and/or clothes.

WHAT TO SAY:

I will need to ask you to leave the library until you have bathed and changed into clean clothes. Your body odor is disturbing others.

For public health reasons, you need to leave the library until you bathe and wear clean clothes. (If the smell of urine is present, you may also add) Incontinence is a health risk to others.

Excuse me, it has been reported that your (cologne, after-shave) is disturbing other people. Many people are allergic to various scents. We need to ask you not to wear it in the library in the future.

COMMENTS: See **APPENDIX XIX.**

PACKAGE INSPECTION

See also: THEFT OF LIBRARY PROPERTY

POLICY: The library reserves the right to inspect any package, purse, backpack, stroller, tote bag, or container of any kind brought into the library. Large objects such as grocery carts or bicycles will not be allowed in the building. This policy is adopted for the safety of people and the protection of the collection.

PROCEDURE:

WHO

WHAT

Staff member

1. Ask the person politely but firmly to empty the contents of their bag or other container on the desk.
2. Give them a copy of the policy.
3. If the person resists, call security or administration.
4. If there is resistance, fill out an Incident Report Form.
5. If library property is found, see instructions under Theft of Library Property.

WHAT TO SAY:

1. Would you please empty your backpack for us to inspect the contents?
2. We've been experiencing some vandalism so we're doing spot checks of bags. Would you please empty your bag?

PANHANDLING OR SOLICITING ON LIBRARY PREMISES

POLICY: Soliciting of any kind is prohibited on library premises.*

DEFINITION: Premises means library buildings, parking lots and sidewalks. Examples of soliciting include: Asking for money, campaigning, petitioning, interviewing, survey taking, selling.

PROCEDURE:

WHO

WHAT

Staff member

1. If a customer is asking for money or it is reported to you that a person is asking for money, have the individual point out the person who approached them and/or get a description and time.
2. Give the customer the printed library rules and point out the appropriate rule.
3. If the problem persists, inform the offender that the police will be called.
4. If the behavior continues, call the police.
5. File an Incident Report Form.

* The exception is The Friends of the Library. They may sell goods and/or services for the purpose of fundraising to benefit the library and its mission to the community.

WHAT TO SAY:

It is illegal to panhandle on our property.

If panhandling, say: We have information available on resources for food, shelter and other support through local social services. May I give you this information?

PARKING LOT PROBLEMS

See also: ACCIDENTS, INJURIES, OR ILLNESS ON LIBRARY GROUNDS

ALCOHOL AND DRUGS

ANGRY OR IRATE CUSTOMERS

ASSUALT/VIOLENCE

BLOODBORNE PATHOGENS

CHILD ABUSE/NEGLECT

DISURTIVE, NOISY OR ROWDY BEHAVIOR

DRUGS

GANGS

LOITERING

PANHANDLING

SEXUAL ACTIVITY

SEXUAL DEVIANTS

SLEEPING

SOLICITING

STALKING

A. AUTOMOBILE ACCIDENTS: All automobile accidents occurring on library property must be reported to the police.

PROCEDURE:

WHO

WHAT

Staff member

1. Check to see if anyone needs medical assistance. If someone is hurt in the, call for medical help. If the injury is serious call 911.
2. Telephone the police to report the accident. Ask customers involved to remain near their cars until the police respond.
3. Fill out an Incident Report Form detailing the names of the people involved and their license plate numbers.

WHAT TO SAY:

My name is _____, and I work here at the library. Was anyone hurt in the accident? I will call for medical help if it is necessary. I am also going to call the police. It is our policy to notify the police if an accident takes place on library property. Please stay at the library until the police respond to my call.

B. PARKING

Policy: Cars must be parked in designated parking spaces in the library parking lot. Cars blocking drivers or cars abandoned in a parking space may be towed from the premises at the owner's expense.

A car is considered abandoned if it has been ticketed for an expired meter and/or left in the parking space for over ____ hours.

Security guards or a designated library employee should check the library parking lot regularly.

PROCEDURE

WHO

Staff member/
Security guard

WHAT

1. Notify your library supervisor.
2. Check with your customers in the building to see if the car belongs to one of them. If it does belong to someone in the building ask the owner to move his or her car.
3. If you do not identify the owner, call the non-emergency police number to arrange to have a car towed.
4. Write up an Incident Report Form on a car blocking the drive or abandoned in a parking space for library records. Be sure to note the license plate number.

WHAT TO SAY:

If the owner of the car towed comes into the library to check on their car: My name is _____, and I work here at the library. Your car was towed from the library parking lot because – it was blocking the drive or your car was considered abandoned because it was at an expired meter or had not been moved for over ____ hours. You will have to check with the police department in order to reclaim your car. Here is the non-emergency police number _____.

C. KEYS LOCKED IN CAR

CAR KEY POLICY: Library employees will assist customers who have locked their keys in their car by calling for professional assistance. Library employees may not provide hangers to customers seeking to unlock a car or assist in any way other than calling a locksmith.

PROCEDURE:

WHO

WHAT

Staff member

1. Hand the library customer our policy. Give them a prepared list of locksmiths or give them the yellow pages of the phone book.
2. Assist them in making a phone call to a locksmith.

Note: Most police departments will not respond to calls to open locked cars. They request that you call a locksmith.

3. Fill out an Incident Report Form.

WHAT TO SAY:

My name is _____, and I work here at the library. I will be happy to help you find a locksmith to get you into your car. Here is a list of locksmiths who are willing to come to the library to assist you. If you need me to place a call for you please let me know.

COMMENTS: If the library has employee only parking lots, it may want to be sure that the lot is clearly posted, "Employee Parking Only, Violators Will Be Towed". Trespassing cars should be ticketed or small informational leaflets put on the windshields saying, "This parking is for employees only. We appreciate your cooperation in parking in the public parking lot at _____ (location)." Staff should file incident reports of violations with license plate numbers noted.

PATRONS IN NON-PUBLIC AREAS

POLICY: The Code of Conduct contains a statement forbidding entrance into non-public or restricted areas.

PROCEDURE:

WHO

WHAT

Staff Member

1. Unfamiliar person is seen in a staff area of the library.
2. All staff have a responsibility to speak to anyone they don't recognize.
3. Offer to escort the person to the appropriate office or nearest public area.
4. Customer may not be aware that he or she is in a non-public area, or he/she may have been directed to an office for a specific reason. Offer to escort the person to the public area or the appropriate office.
5. Handle the matter as quietly and professionally as possible.
6. If the customer refuses to leave the area, call a supervisor or security.
7. Fill out an Incident Report Form.

WHAT TO SAY:

Excuse me, may I help you find something? This is a staff area of the library. I will show you how to get back to the public area.

COMMENTS: All staff members have a responsibility to speak to anyone they don't recognize.

See **APPENDIX XX** and **APPENDIX XXI**.

SEXUAL ACTIVITY – FLASHERS

See also: SEXUAL MISCONDUCT

It is against the law to expose yourself in public.

PROCEDURE:

WHO

WHAT

Staff member

1. If a customer reports that someone has exposed himself/herself to them, call the police immediately.
2. Notify your supervisor and try to determine if the accused person is still in the library. If the accused person is in still there, do not approach him.
3. Try to keep the complaining customer calm and in the building. They will need to talk to the police.
4. Let the police make the contact with the person. The police will remove the accused person from the premises.
5. Fill in an Incident Report Form.

WHAT TO SAY FOR 911 CALL:

This is _____. I work at the _____Library. A library customer has reported that someone exposed himself to her. Please come right away. The accused person is still in our building and our customer is very upset.

Or

The person has left the building but the customer is very upset and she is here at the desk. The address is _____.

SEXUAL DEVIANTS – GIRL/BOY WATCHERS

See also: SEXUAL MISCONDUCT

Men or women will only be allowed in the children's activity area of the library if they are accompanying a child or they are researching children's literature.

Adults may not stare at or follow children in the library.

PROCEDURE

WHO

WHAT

Staff member

1. Approach the customer. Tell them that it is inappropriate for them to be observing children in the library. Hand them a copy of the above policy. Ask them to leave.
2. If they refuse to leave, call the police.
3. Notify your supervisor.
4. Fill out an Incident Report Form. Take good notes. You may be asked to testify.

WHAT TO SAY TO 911:

This is _____. I work at _____ Library. There is a man/woman near our children's area who is staring at the children which is against library policy. I believe that he/she may approach a child here. We need you to intervene. The address here is _____.

WHAT TO SAY TO THE WATCHER:

It is inappropriate for you to be watching children in the library. The children's department is for children and their parents or assigned guardians. I must ask you to leave the children's area immediately.

COMMENTS: See **APPENDIX XXII.**

SEXUAL HARASSMENT OF LIBRARY EMPLOYEES OR LIBRARY CUSTOMERS BY LIBRARY CUSTOMERS

See also: **SEXUAL MISCONDUCT**

DEFINITION OF SEXUAL HARASSMENT AS OUTLINED BY THE EEOC:

Unwelcome sexual advances; requests for sexual favors; and all other verbal or physical conduct of a sexual or otherwise offensive nature.

Conduct commonly considered to be sexual harassment which the Library will not tolerate includes:

Verbal: sexual innuendoes, suggestive comments, insults, humor and jokes about sex, anatomy or gender specific traits, sexual comments, threats, repeated requests for dates, or statements of a sexual nature about other employees or customers.

Nonverbal: suggestive or insulting sounds (whistling, catcalls, smacking, or kissing noises), sexually suggestive bodily gestures, leering, or obscene gestures, visual displays such as posters, signs, or slogans of a sexual nature.

Physical: touching, unwelcome hugging, or kissing, pinching, brushing the body, coerced sexual intercourse, or actual assault.

PROCEDURE:

WHO

Staff member

WHAT

1. Confront customers observed engaging in activities that can be construed as sexual harassment in the library or on library property.
2. Tell customer to stop the problem behavior.
3. If the customer disregards your warning, ask them to leave.
4. If they do not leave, call the police.

WHAT TO SAY:

Your behavior (or language) is considered sexual harassment. Please do not continue(approaching people and asking them for dates, telling lewd jokes). If you continue this behavior you will be asked to leave the library.

SEXUAL MISCONDUCT

It is against the law to engage in sexual activities in public places.

Such activities might include: peeping through bookshelves to look up women's skirts, solicitation in person or through the Internet, having sexual relations, masturbation or touching oneself while staring at customers or staff members, rape, child molestation.

PROCEDURE:

WHO

WHAT

Staff member

1. If you observe sexual behavior or if a customer reports sexual activity, call the police. The police will remove the offender from the premises.
2. If there is a victim, give them privacy, and make them as comfortable as you can. Be sympathetic and understanding.
3. Once the police have been called, immediately report the incident to your supervisor.
4. You must be ready to talk to the police if you observed the activity. Be sure to note description, date, time of day, etc. in writing as soon as you can. You may need to testify against the offender.
5. If victim leaves, staff can press charges for others.

WHAT TO SAY FOR 911 CALL:

This is _____. I work at the _____ Public Library. A library customer has reported that there is a person _____. We need your help. The address here is _____.

SLEEPING

POLICY: Sleeping is not considered to be a problem behavior unless it interferes with the rights and privileges of others or becomes a habitual pattern. Sleeping customers may be monopolizing seating, snoring loud enough to disturb others, or blocking aisles or passageways.*

PROCEDURE:*

WHO

WHAT

Staff member

1. If one of the above situations occurs, remain at arms length and awaken customer by making a loud noise. Do not touch him/her.*
2. In a low, calm tone, so as to not draw attention to the patron, identify yourself as a staff member. Assume that he/she is unaware of the violation and politely state what the policy is.
3. Check back in few minutes. If the customer is still sleeping, get the support of a colleague and ask the person to leave.

WHAT TO SAY:

We want to keep the library's furniture looking nice. Please don't put your feet on the furniture.

We need to keep the aisles and passageways clear for safety reasons. Please find a chair.

I'm afraid you're making noise, which is disturbing other customers.

Our seating is limited. Please use only one chair.

COMMENTS: If a library chooses the view that customers are to use libraries only for library purposes, sleeping is a problem behavior. See **APPENDIX XXIII**.

* Problem Behavior Manual. Fairfax County Public Library. 1997. p. 40.

* Ibid.

SMOKING, USE OF TOBACCO PRODUCTS, EATING, DRINKING

POLICY: Smoking, the use of tobacco product, eating, and drinking are not allowed in the public areas of the library, restrooms, or any place on library property where secondary smoke can disturb customers.

PROCEDURE:

WHO

WHAT

Staff member

1. If one of the above situations occurs, politely introduce yourself and remind the customer of the posted policy which forbids that action in the library.
2. Ask the customer to go outside of the building and away from the entrance to continue the behavior.
3. If the customer persists in smoking, using tobacco products, eating, or dinking in the restricted areas, get the support of a colleague or refer to supervisor and ask the person to leave the library building.
4. If he/she is still not willing to leave, call the police.

WHAT TO SAY:

Excuse me, my name is _____. The library's policy, which is posted by the entrance, forbids (smoking, use of tobacco products, eating, drinking) in the library or restrooms. If you want to continue (smoking, using tobacco products, eating, drinking), please go outside of the building.

COMMENTS: Smoking is a petty offense under the Illinois Clean Indoor Air Act 410 ILCS 80/1.

STALKING

POLICY: The law defines stalking as transmitting threats of immediate or future bodily harm, sexual assault, confinement, or restraint or placing a person in reasonable apprehension of receiving threats of immediate or future bodily harm, sexual assault, confinement, or restraint. 720 ILCS 5/12-7.3

Stalking behavior will not be tolerated. Incidents occurring in the library will be reported to the police.

PROCEDURE

WHO

WHAT

Staff member

1. If a staff member is being followed, they should report it to their supervisor so they can deal with the issue.
2. If a staff member notices any such behavior, they should talk to the victim and see if he/she needs help.
3. Notify the supervisor.
4. If talking to the stalker does not change their behavior, then ask them to leave and/or call the police.
5. Staff should offer to walk with the victim when they leave the building or be willing to call someone if the customer feels the need to have another person with them.
6. Fill out an Incident Report Form and file in the Director's Office.

WHAT TO SAY:

Hi, I'm _____ from the library staff. I'm sure that you didn't know that your behavior is making someone very uneasy. You have been "following" this person and I'll have to ask you to leave for the rest of the day. This behavior is inappropriate. You may come back tomorrow if this behavior stops and as long as you do not repeat the behavior.

COMMENTS: Also read 720 ILCS 5/12-7.5 on Cyberstalking.

SUSPICIOUS BEHAVIOR

POLICY: If you observe behavior that is suspicious but you cannot actually tie anything specific to existing library rules and policies, it is probably still important to document what you witness. The documentation may be important in creating a history of ongoing problems.

Remain calm. Descriptively write down what you have seen. If you know the individuals involved, be sure to report any pertinent information regarding those persons (name, physical features, address).

If appropriate, contact your supervisor and/or local authorities. By reporting any suspicious activity, you can help prevent the threat of criminal activity.

See **Form III**.

TALKATIVE PEOPLE

See also: EMOTIONALLY AND MENTALLY DISTURBED

POLICY: It's not against policy for people to be talkative. They don't threaten you or your customers. However, they may be disruptive to Library business and/or they may prohibit Library personnel from completing their duties. They are often friendly and well-meaning but their excessive conversation may be disruptive. One of the nice aspects about working at a library is meeting people, but we usually don't have time for in-depth conversations with them.

We have to put limits on our time in a polite but firm way. The following are a few options.

PROCEDURE:

WHO

WHAT

Staff member

1. State clearly that you need to resume your work. Put as much physical distance as possible between you and the talker.
2. Use a little teamwork. If you see a coworker stuck and he/she is near a phone, call from a back work area and ask them if they would appreciate the intervention or go up to them and tell them they are needed in the workroom.
3. Do some preparation. Arrange signals with your coworkers such as a tug on the ear to let them know it's time for the phone call. Most talkers are regulars and recognizable so it is possible to plan for them.
4. Give referrals. For example, if a talkative person is really lonely and has a specific interest, refer them to a club or organization.
5. If the person is not making sense (paranoid fantasies, disconnected ramblings,...), go to the section on "EMOTIONALLY AND MENTALLY DISTURBED."

WHAT TO SAY:

It is nice talking with you but I need to stop chatting and resume my work.

Excuse me, I have some work I have to do elsewhere in the Library. Have a nice day. Goodbye.

Pardon me, I have to take this call. *Then after the call:* I'm sorry, I am needed elsewhere. It was nice talking to you. Goodbye.

TELEPHONE USE AND ABUSE

POLICY A-- No Payphone:

The library does not have a public payphone. If there is an emergency, customers may ask to use the phone at the circulation desk.

PROCEDURE:

WHO

WHAT

Staff member

1. When a customer asks to use the library phone, ask if it is an emergency.
2. If it is, dial the number for them.
3. Ask them to keep conversation short.

WHAT TO SAY:

Please remember this is a business phone and all calls need to be short so the phone line is kept open. Just a reminder: your phone conversation can be heard by the staff and fellow patrons.

Please end your conversation. We need to use the phone.

POLICY B--Payphone:

The library's payphone is to be used to place calls and is not to be used to conduct business nor to receive calls.

PROCEDURE:

WHO

WHAT

Staff member

1. When a customer asks to use a phone, refer them to the payphone in the lobby.
2. Give them a copy of the above policy.

WHAT TO SAY:

If they are too loud: Excuse me, but your conversation can be heard in the library and is disturbing others. Please lower your voice.

If using for the wrong purpose: Pardon me, but this phone is not to be used for business purposes. I have to ask you to hang up so others may use the phone.

THEFT OF LIBRARY PROPERTY AT A THEFT DETECTION SYSTEM

See also: THEFT OF LIBRARY PROPERTY

POLICY: The primary purpose of security system is to protect library property. There may be frequent false alarms, unintentional removal of library materials or even staff errors that may cause an alarm. When an alarm is activated, the incident will be investigated in a firm, but courteous manner and as privately as possible. If the incident does turn out to be a matter of theft, the theft will be handled as outlined in the **THEFT OF LIBRARY PROPERTY** policy.

PROCEDURE

WHO

WHAT

Security Officer
Staff Member

1. If an alarm sounds, the person activating the alarm will politely be asked to step to a private place where it will be explained that an alarm, has indicated that the staff needs to investigate the cause. They should then investigate and try to determine why the alarm was activated.
2. If no cause can be determined or if the alarm sounded as a result of error, the staff member should apologize but affirm that the Library has a security system to protect the public's investment in its Library.
3. If it is determined that there is an attempted theft, the Staff Member should proceed to measures outlined in the **THEFT OF LIBRARY PROPERTY** policy.

WHAT TO SAY:

My name is _____, and I work here at the Library. Our security system alarm has sounded and I need you to step over here so we can find out why.

COMMENTS: See **APPENDIX XXIV**.

THEFT OF LIBRARY PROPERTY

See also: **VANDALISM**

POLICY: Taking any material or property owned by the Library without properly checking it out is theft, and is against the law. See: 720 ILCS 5/16B-1.

Examples of theft include, but are not limited to the following:

1. Knowingly and intentionally removing any library material from a library facility without authority to do so.
2. Knowingly and intentionally concealing any library material upon his or her person or among his or her belongings with intent to circumvent checking out that material.
3. Using a stolen or fraudulent library card.
4. Failing to return checked out library material as described in the above citation.
5. Leaving the library facility with any material not intended for circulation, i.e. rare documents, local history/genealogy, special collections or equipment.

PROCEDURE

WHO

Security Officer
Staff Member

WHAT

1. If a person caught violating this policy seems harmless, the Staff Member should explain that the action/theft is against the law and must stop. The incident should be reported to the Staff Person in charge who will determine if the police will be called or will discuss means of restitution.
2. If the person is acting in violation of this policy and obviously not approachable, the Staff Member should call the police immediately.
3. The Staff Member involved will send a written incident Report Form detailing the incident to the Director.
4. The Library will post a copy of the Protection of Library Materials Act 720 ILCS 5/16 B-1 at each entrance and at each circ desk, as required by that act.

WHAT TO SAY:

My name is _____, and I work here the here at the Library. Theft of Library property is against the law, and I need you to stop. My supervisor will be here shortly.

COMMENTS: See **APPENDIX XXV**.

THEFT OF PERSONAL PROPERTY

See also: THEFT OF LIBRARY PROPERTY

POLICY: The Library must be seen as a safe place, or “Safe Harbor.” Toward this end, the Library cannot tolerate the theft of personal property within the Library. Anyone caught stealing the personal property of another customer, staff member or other personnel within the Library facility will be dealt with immediately.

PROCEDURE

WHO

WHAT

Security Office

1. If someone is caught stealing the personal property of anyone within the Library facility, the police should be summoned immediately.
2. The victim has to remain until police get there as they are the only ones who can place the complaint.
3. The staff member who deals with this matter will send a Incident Report Form detailing the incident to the Director.

COMMENTS: See **APPENDIX XXVI.**

THREATENING BEHAVIOR

See also: **ANGRY OR IRATE PATRONS**

See also: **VERBAL ABUSE/SWEARING**

See also: **ASSAULT/VIOLENCE**

DEFINITION: Included is any action or speech which threatens, has the effect of threatening, intimidates, expresses degrading comments, or seems to invade one's personal space. The behavior can be interpreted as harassment or intimidation. This behavior does not have to be tolerated and may be in violation of 720 ILCS 5/26-1. Customers have the right to express anger but not to be abusive or to harass.

Examples of threatening behavior are:

Customer following a staff member around the library

While discussing a problem, a customer begins to yell and invade one's space

"I'm going to torch the library."

PROCEDURE:

WHO

WHAT

Staff member

1. Do not argue with a threatening person. Identify yourself as a library staff member. Remain calm and keep your voice low and firm.
2. Attempt to defuse the situation before it becomes physically abusive. Do not put yourself or other staff in danger.

Supervisor

3. Get the assistance of another staff person or refer to a supervisor.
4. Move the discussion to another more private place. With your colleague, ask the person to leave the library until he/she is able to discuss the problem more calmly.
5. Review the situation with customer.
6. Advise him/her that the police will be called if the abuse does not stop. Depending on the situation, it may be advisable to skip this step and go directly to step 7.
7. If the person refuses to leave, call 911 for the police if necessary.
8. Notify the Director and complete an Incident Report Form.

COMMENT: Do not touch the customer. If trapped or directly attacked, shout or scream for help. Persons who are attacked are privileged by law to use the same degree of force in defense as is exercised by the attacker. 720 ILCS 5/7-1 *et seq.*

WHAT TO SAY:

Please lower your voice. You are disturbing others.

If you cannot speak more calmly, I cannot help you.

UNATTENDED CHILD

POLICY: The library welcomes children of all ages to use its materials and services. The responsibility for the care, safety, and behavior of children lies with their parents, both within the library building and on library grounds.*

An unattended child is one who is 9 years of age or younger, and is habitually (2 or more times) left unattended in the library.

A child under age 6 should never be left alone in the library even for a short period of time.

A child 6-9 years old need not be in the immediate presence of a parent or caregiver, but the parent or caregiver of the child must be somewhere in the building.

PROCEDURE:

WHO

WHAT

Staff member

1. *Child under age 6.* A small child who is left unattended and is frightened should be taken to the children's area and comforted while another staff member tries to find the child's caregiver. When the responsible caregiver is located, our policy should be explained. If the child continues to be left unattended, the appropriate staff will contact the police.
2. *Child ages 6-9.* Caregiver will be notified by staff by phone that it is unacceptable to leave a child unattended at the library, and the policy will be explained. If the child continues to be left at the library unattended, the appropriate supervisory staff member will notify police.

Supervisor

3. If a child 9 years old or younger is left unattended and the responsible caregiver cannot be located within a 15 minute search by library staff, the police will be called by a supervisory staff member. Staff will not transport children under any circumstances.
4. *After Hours.* Unattended children should be asked 15 minutes before closing if they have a

* Burke County Public Library System, Safe Child Policy. <http://www.bcpls.org/safe-child-policy.htm>, Accessed January 20, 2003.

- ride. After the library closes, the age of the child should determine whether or not to contact police. If police are called, 2 staff members should stay with the child until their arrival.
5. A letter should be sent home to the parents stressing the library's concern for the safety of unattended children and the importance of prearranging rides. Include in the letter library hours and the cost of the nearest pay phone.
 6. Fill in an Incident Report Form.

WHAT TO SAY:

(Child under age 6, caregiver in building)

The library is a very busy place and our staff cannot be responsible for keeping an eye on your child. It's really not safe for him/her to be out of your sight for any time.

(Child ages 6-9, caregiver on phone)

This is _____ from the Library. Your child _____ is here with us. The library is a very busy place and our staff cannot be responsible for keeping an eye on your child. It's just not safe for him/her to be here alone. Now, our policy is that children 9 and under must be accompanied in the library by a parent or guardian. Will someone be able to come to the library to take him/her home soon?

COMMENT: Library may determine different age groups are more appropriate for their situation.

See **APPENDIX XXVII, APPENDIX XXVIII, APPENDIX XXIX, APPENDIX XXX, APPENDIX XXXI, and APPENDIX XXXII.**

VANDALISM

POLICY: Vandalism consists of the willful or malicious destruction, disfigurement, or defacement of property by means of cutting, tearing, breaking, or marking.* These activities are against the law. Examples of vandalism include, but are not limited to the following:

1. Deliberately cutting, tearing, marking, spitting, or putting other body fluids onto library materials, equipment, furniture, or facilities.
2. Defacing of walls or signs.
3. Damaging furniture or facilities such as restrooms and elevators.
4. Breaking windows.
5. Maliciously altering, deleting, damaging, or destroying any computer system, program, or data.

PROCEDURE:

WHO

WHAT

Staff member

If a customer is acting in violation of this policy and seems harmless.

1. Explain that the action is against the law and the customer should stop.
2. Report incident to supervisor who will determine the value of the loss and discuss means of restitution.
3. Fill out an Incident Report Form and file in Director's Office.

If a customer is acting in violation of this policy and is obviously not approachable.

1. Call the police immediately.
2. Fill out an Incident Report Form and file in Director's Office.

WHAT TO SAY:

My name is _____, and I work here at the library. Damaging library property is against the law. I need you to stop what you are doing. My supervisor wishes to talk to you, so please come with me.

See **APPENDIX XXXII** and **APPENDIX XXXIV**

* Campus Crime Prevention Programs. *The complete Library Safety and Security Manual*. Goshen, K.Y.: Campus Crime Prevention Programs, 2001, 189-190.

VERBAL ABUSE/SWEARING

See also: **ANGRY OR IRATE PATRONS**

See also: **SEXUAL HARASSMENT**

See also: **THREATENING BEHAVIOR**

POLICY: It is against library policy for any individual to swear at or make degrading comments to library customers or employees. If an individual deliberately directs any inappropriate or obscene expletive at a customer or an employee, they should be instructed to stop using this type of language and, when appropriate, to leave the premises immediately.

It is also inappropriate for individuals to engage in excessively obscene and vulgar conversations or use excessive or vulgar language while in the library. Additionally, customers and employees are asked to refrain from the excessive use of colloquial swear words, which might be perceived as offensive and inappropriate by others.

PROCEDURE:

WHO

WHAT

Staff member

1. Inform the customer that their language is inappropriate in a public facility and to discontinue use of inappropriate language when addressing any staff members.
2. If the customer persists in directing expletives at a staff member or customer, ask them to leave the premises immediately.
3. If any customers are engaging in any excessively obscene or vulgar conversations among themselves, tell them to discontinue their conversations.
4. If somebody swears at you on the telephone, simply hang up and report it to the Supervisor and/or Director.
5. If the person(s) continue the inappropriate comments or conversations, call the Supervisor, Director of Security.
6. Fill out an Incident Report Form.

WHAT TO SAY:

1. I don't have to listen to this. I find your language offensive and inappropriate. Please just leave the building if you're going to continue to address us this way. (Staff should then walk away from the individual).
2. Excuse me. Perhaps you don't realize that your conversation can be heard by others. Some people might be offended by the subject of your conversation. We would appreciate it if you would refrain from engaging in this type of conversation (or, telling dirty jokes, etc.) when in the library.
3. Perhaps you are unaware that the continued use of this particular word (phrase) can be considered inappropriate or offensive to many people. We would appreciate it if you would not continue to use that word (phrase) while in the library.

COMMENTS: See **APPENDIX XXXV**.

VIRTUAL OR E-MAIL PROBLEM CUSTOMER

POLICY: Virtual customers should receive the same consistent, good service as those who call or walk into the library. They may expect that communication between themselves and Library staff will be private, except as provided by law, unless it may be considered abusive, harassing, or threatening.

PROCEDURE

WHO

WHAT

Staff Member

1. If the conversation becomes improper during a legitimate session, the patron should be warned the behavior is inappropriate and they must stop it at once.
2. Should it continue, the patron will be told the session is ending and the Librarian will then logoff.
3. If the patron reconnects and exhibits the same behavior(s), they will be told they are losing their virtual reference privileges for one day, and any further connections will be terminated without notice as soon as it is determined it is the same person.
4. Patrons exhibiting extreme or repeated instances of bad behavior will be sent a message stating that their Internet connection address may be traced and law enforcement agencies will be notified.
5. If this course of action is followed and the offender is logged on from a school, school officials will be notified and follow up disciplinary action will be expected.
6. If the contact is purely malicious from the start and no legitimate use of the virtual reference service is ever initiated, the intermediate steps may be omitted and the ultimate action phase begun immediately.

WHAT TO SAY:

Scripted message 1: This service requires that chat be polite and respectful. Please log in again if you need help finding information and can comply with this requirement. Good-bye.

Scripted message 2: Do not continue to log on. This behavior is unacceptable. If you persist, your IP address will be traced and legal action may be taken based on 720 ILCS 135/0.01 "Harassing and Obscene Communications Act."

Scripted message 3: "Do not log one. This behavior is unacceptable. We will trace your IP address and legal action may be taken based on 720 ILCS 135/0.01 "Harassing and Obscene Communications Act."

COMMENTS: Become familiar with the following law.
Harassing and Obscene Communications Act (720 ILCS 135/0.01)

(720 ILCS 135/1-2) Harassment through electronic communications.

(a) Harassment through electronic communications is the use of electronic communication for any of the following purposes:

- (1) Making any comment, request, suggestion or proposal which is obscene with an intent to offend;
- (2) Interrupting, with the intent to harass, the telephone service or the electronic communication service of any person;
- (3) Transmitting to any person, with the intent to harass and regardless of whether the communication is read in its entirety or at all, any file, document, or other communication which prevents that person from using his or her telephone service or electronic communications device;
- (4) Threatening injury to the person or to the property of the person to whom an electronic communication is directed or to any of his or her family or household members; or
- (5) Knowingly permitting any electronic communications device to be used for any of the purposes mentioned in this subsection (a)."

WEAPONS

See also: ASSAULT/VIOLENCE

See also: THREATENING BEHAVIOR

POLICY: Weapons (except for those worn by law enforcement) are not allowed in the library or on the library grounds. Weapons include any kind or size of firearm, knives, switchblades, or other objects held in a threatening manner.

PROCEDURE:

WHO

WHAT

Staff member

1. If you see a weapon in someone's hand or see a weapon on someone's person and feel there is immediate danger, call the police.
2. If the weapon does not appear to offer any immediate danger, first notify other staff and the supervisor so they are aware.
3. Then approach the person, and show them the policy on no weapons in the library. Ask them politely to leave the premises. Do not provoke a confrontation.
4. Fill out an Incident Report Form and file it in the Director's Office.

WHAT TO SAY (for #2):

Hello, my name is _____ and I work for the library. Weapons are not allowed in the library. Please leave. You may return when there are no weapons on your person.

APPENDIX IA

PARLIN-INGERSOLL LIBRARY

Guidelines for Behavior and Discipline

Introduction

The purpose of providing guidelines for customer behavior at the Parlin-Ingersoll Library is 1.) To protect the rights of individuals to use library materials and services in a secure and peaceful setting; 2.) To protect the rights of staff to conduct business without interference or harassment; 3.) To protect and preserve library materials and facilities.

State law gives the library Board the right “to exclude from the use of the library any person who willfully violates the rules prescribed by the board” (Illinois Revised Statutes, 81:4-11).

The following guidelines govern two general areas of behavior: 1.) Violations of city code of Canton and/or the laws of Illinois or the United States; and 2.0 Behavior deemed inappropriate and unacceptable within the library.

Procedures for handling both of the above types of behavior by customers or other staff is included to assist staff in determining appropriate response patterns.

Parlin-Ingersoll Library

APPENDIX IB

INTRODUCTION

Every staff member has the responsibility of keeping the library as pleasant an environment as possible. This responsibility includes discouraging disruptive behavior on the library premises.

Problem behavior is any behavior which either consciously or unconsciously violates or restricts the rights of others to use the library.

Staff members should deal with patrons in the same manner in which they would like to be approached: with courtesy, tact, calmness, and most of all, common sense.

Because of the uniqueness of each situation, common sense should play a major role in any encounter with a behavioral problem. Instinct will tell most staff when to be sympathetic and when to back off. Whatever the circumstances, handling a behavioral problem should be a TEAM procedure, with other staff members called on as necessary. The TEAM approach to problem behavior provides staff with a sense of security and self-confidence, both of which are essential to dealing effectively with behavioral problems. Common sense and a teamwork approach to all problems will minimize risk and/or discomfort to staff and patrons alike.

In order for the TEAM approach to work, all staff members must know what their responsibilities are when a problem situation arises. The following guidelines are designed to aid the staff in knowing what is expected of them, to help in deciding if a patron really is being a problem, and to provide ways to deal and cope with problem behavior.

Quincy Public Library

APPENDIX II

SECTION 11. BLOODBORNE PATHOGEN POLICY

- 11.01 The primary goal of this policy is to prevent staff members from being exposed to bloodborne disease causing pathogens. At the present time, the Library has determined that the only job positions at risk of exposure are those of maintenance staff members. However, this policy still applies to all other staff members in the interests of safety. Staff members should avoid exposure to blood or bodily fluids in order to reduce the risk of contracting bloodborne diseases. Exposure occurs when skin, eye, mucous membranes, non-intact skin or other contact occurs with blood or potentially infectious materials. If it becomes necessary to come into contact with blood or bodily fluids, such as cleaning up after accidents, staff must follow the Exposure Control Plan located in the Administrative office, which Exposure Control Plan may be from time to time modified or amended by the Board. If a staff member does come into contact with potentially infectious materials, they should immediately wash the area of their skin with soap and warm water for two to three minutes. The individual should then report the incident to the Director and should consult the Exposure Control Plan in order to reduce the risk of contracting a bloodborne disease. A confidential post exposure medical evaluation and follow-up will be provided in accordance with the Exposure Control Plan.

SECTION 12. QUINCY LIBRARY EXPOSURE CONTROL PLAN

12.01 Classification of Jobs at Risk

The Quincy Public Library has assessed the following job classifications as “at risk” for occupational exposure. Occupational exposure means reasonably anticipated skin, eye, mucous membrane, non-intact skin or other contact with blood or other potential infectious materials that may result from the performance of the employee’s duties.

CATEGORY I (Exposure to Body Fluids Likely)

Maintenance and full-time Children's employees.

CATEGORY II (Exposure to Bodily Fluids Not Likely)

All other job positions other than Maintenance and full-time Children's employees.

As part of the periodic review of job descriptions, these categories may be changed if the likelihood of exposure should change.

12.101 The Quincy Public Library will provide appropriate education and training for staff whose jobs put them "at risk," as described above. Current staff and new hires in these positions will receive initial and annual training. The following will be included in this training: An overview of Federal Bloodborne Pathogen standards, a description on bloodborne pathogens and their diseases, risks associated with exposure, and a description and review of the Library's Exposure Control Plan, including work control methods, Hepatitis B vaccine, post exposure evaluation, and record keeping methods. Training will include appropriate evaluation and testing.

12.102 Category II staff will inform Category I employees in the event of an incident with the potential for exposure to blood and/or body fluids.

12.02 Procedures for Addressing Exposure to Bloodborne Pathogens.

12.0201 Standard Blood and Bodily Fluid Precautions
(Standard Precautions)

The following precautions should be used to minimize the risk of exposure to blood and bodily fluids of all regardless of their health status or diagnosis.

12.0201.01 Hands should always be washed after contact with bodily fluids, for example after using the bathroom, after caring for a runny nose, after cleaning up body secretions. If hands come in contact with potentially infectious materials, they should be immediately washed with soap and warm water for two to three minutes.

12.0201.02 Personal protective equipment such as gloves, gowns, face shields, masks, protective eye wear and other devices should be used in accordance with the following policy. The Director

or maintenance staff can be contacted to obtain such protective equipment.

12.0201.03 Gloves must be worn when there is contact with blood or other potentially infectious material. The following general guidelines apply to glove usage:

- use of gloves for assisting with cuts, scratches or other breaks in the skin;
- use gloves when cleaning up blood or bodily fluids;
- gloves should be used one time and then thrown away;
- torn gloves should be replaced immediately;
- hands should be washed after the gloves have been discarded.

12.0201.04 Mouth pieces should be worn during mouth to mouth resuscitation.

12.0201.05 Additional protective equipment should be used when caring for someone who has had a massive body spill or for cleaning up after such an accident.

12.0201.06 Staff with open lesions or weeping dermatitis must refrain from direct contact and from handling blood or bodily fluids.

12.0202 Procedure for Cleaning. These procedures should be used in conjunction with the universal precautions.

12.0202.01 When cleaning up after bodily fluid accident (vomit, urine, stool, blood, etc.).

- Assess the amount and type of bodily fluid.
- Use protective equipment as needed and outlined above. Latex gloves are essential of cleaning of all bodily fluid spills.
- Use a decontaminate agent (i.e. isolyser) to congeal and disinfect the fluid.
- Disinfect clean up equipment with a bleach solution.
- Cloth rags must be machine washed with detergent and machine dried (if contaminated, they must be label for laundry).
- Dispose of protective equipment in hazardous waste container and wash hands with antibacterial soap.

12.0202.02 For routine cleaning of areas daily contaminated with bodily fluids, such as restrooms.

- These areas must be cleaned daily, using cleaning and disinfecting equipment.

- Latex gloves must be worn at all times when cleaning.
- Hazardous waste must be disposed of in designated containers.
- Service areas sinks, toilets, and floors must be cleaned using an approved disinfectant or germicide.
- Protective equipment should be disposed of in hazardous waste containers and hands washed with an antibacterial soap.

12.0203 Hazardous Waste Disposal. Specific labeling such as with the biohazard symbol or the use of red bags or containers is required to warn employees of potential hazards. In disposing of such regulated waste, follow these instructions:

- identify the biohazard symbol or use red bags or containers;
- wear latex gloves at all times.
- collect hazardous waste in the appropriate biohazard bag or red bag with biohazard label;
- the following collection, tie off the bag and place it in a designated area until pick up;
- dispose of gloves in hazardous waste container and wash hands with antibacterial soap.

12.03 Hepatitis B Vaccine

The Hepatitis B Vaccination (HBV) is available at no cost to those staff members at risk, after receiving bloodborne pathogens standards training. A staff member may decline HBV, but may be requested to be vaccinated at a later date. Any staff member who declines HBV will be required to sign a declination statement. Records of staff who have been vaccinated will be kept on file with a list of staff recommended for HBV.

12.04 Post Exposure Evaluation.

Following an exposure, the staff member shall complete an Exposure Incident Report within 24 hours of the incident. The Exposure Incident Report will be forwarded to the designated healthcare professional immediately. The healthcare professional assessing the employee will have a copy of OSHA regulations, 29 CFR 1910.1030.

12.0401 A confidential post-exposure medical evaluation and follow up with a health care professional will be provided following an exposure incident. This will include:

- The exposed employee's blood will be collected and tested for HBV immunity, Hepatitis C and HIV antibody if the staff member consents and testing is medically indicated;
- If possible, testing of the source individual's blood provided the necessary consents are obtained. The results shall be made available to the exposed employee and the employee shall be informed of the applicable laws and regulations concerning the disclosure of identity and infectious status of the source individual;
- Post exposure prophylaxis when medically indicated;
- Counseling;
- Evaluation of Reported Illness.

12.0402 A record of the route and circumstances of the exposure incident will be kept. Incidents will also be evaluated by the Administrative Office and corrective actions taken if possible.

12.0403 The health care professional assessing the employee will provide a completed evaluation within 15 days of the assessment. This evaluation will include information that the employee has been informed of the results of evaluation and told about medical conditions resulting from exposure that may require further evaluation and treatment. All other medical findings will be kept confidential and not be included in the written report to the employer. The employer will also receive a copy of the health care professional's written opinion within 15 days of the completion of the medical evaluation following the exposure incident. This written opinion must include information that the employee has been informed of the results of the evaluation and told about medical conditions resulting from exposure that may require further evaluation and treatment. All other medical findings or diagnoses will be kept confidential by the evaluating health professional and will not be included in the written report provided to the employer.

12.0404 Exposure incidents, including needlestick injuries, will be recorded on the OSHA 200 log and Summary of Occupational Injuries and Illnesses. In addition, staff training will include information on exposure-control reporting and follow-up.

12.05 Record Keeping

12.501 Record Keeping for Employee Training and Medical Care. Records maintained pursuant to this plan shall include:

- names of staff trained, dates and type of training (with staff initials attesting to receipt of training);
- names of staff and dates when HBV administered;
- signed declination;
- routes and circumstances of exposure incidents to determine follow-up corrective actions;
- results of source individual blood testing if available;
- health care professional's written opinion that employee was informed of the evaluation results of a post-exposure medical assessment and the need for further follow-up.

12.0502 Confidentially. All records pertaining to exposure incidents, post exposure follow-ups and HBV and HIV status shall be kept confidential and not disclosed except as required by law or with the staff member's consent, and shall be maintained for thirty (30) years.

Quincy Public Library

APPENDIX III

ACCIDENT/INJURY/ILLNESS POLICY

All accidents, however, slight, are to be reported in written form. The Security Officer will fill out an Incident Report (IR) for, on all accidents, injuries, or illnesses of the **public**.

If an **employee** has an accident, sustains an injury, or becomes seriously ill, a Form 45 (Employer's First Report of injury or Illness) will be filled out by the employee or another staff member or security officer witnessing the event, on behalf of the employee.

Copies of the IR's for the public will be kept on file by the Security Officer. The form 45 for employees will be given to the Business Manager or put in her mailbox if she is not at work at the time of the incident. The Business manager will keep the original and fax a copy to the library's insurance company, the City Nurse, the employee's supervisor and the chair of the Safety Committee.

If immediate assistance is needed, the Security Officer or staff member witnessing the incident will call 911. Staff should notify the Security Officer if the Officer is not present. Staff should never offer to drive a member of the public anywhere for medical assistance.

The Security Officer or staff person should stay with the person and tell him/her that assistance is on the way. Do not move the person but try to make him/her as comfortable as possible (e.g. offer a chair, cover with a blanket, depending on what the incident requires.) Staff should not administer any medications from the library supplies. Offering band-aids, paper towels, ice, etc. is fine. If body fluids are present (blood, urine, vomit), wear latex gloves when touching the person. If CPR appears to be necessary, call for help from staff who have been trained. A list of these names is available at all service desks, the office and on the bookmobile. Know where emergency equipment is located and use it when the situation warrants. Remember the Bloodborne Pathogens training and use caution. Clear the area of bystanders and remove any obstacles in the path of Emergency Response Service.

Get the details of the accident or injury (person's name, address and phone number), if possible, but do not reach into the person's pocket, purse, etc. Also get names and addresses of any witnesses. Complete the appropriate IR or Form 45.

Information on the report form must be factual. Staff should not state that the Library was responsible for the accident or injury. The Director or Library Board President will consult with an attorney concerning the matter.

In all cases of accidents, injuries, or illnesses **which cause disruption to library users or staff**, regardless of whether 911 was called, the member of the public involved in the accident, injury, or illness will be provided with a polite explanation as to why he/she **needs to leave the library for the remainder of**

the day. This is for the safety and protection of the individual involved, as well as for the public's safety. Incidents could recur and endanger the individual, staff, or the general public. If, in the judgment of the Security Officer or staff member, additional help is needed for the person, a call may be made to family, friend, or social agency to provide assistance. Neither staff nor the Security Officer is medically trained to evaluate incidents such as: 1) whether vomiting was caused by a virus which could be transmitted to others, 2) whether a cut, abrasion or bruise is severe or could produce further complications, or 3) whether someone who fainted or seized could do so again, causing injury to the person or creating liability for the Library. Staff and/or Security Officer may make the determination if the incident meets criteria of disruptive behavior which would result in the person being asked to leave for the remainder of the day.

Peoria Public Library

APPENDIX IV

Notice of Library Drug and Alcohol Policy

The Lillie M. Evans Library District has long recognized that non-medical use of controlled substances is hazardous to the health of the patrons and employees of the Library. Additionally, the use of alcohol by patrons is recognized as both hazardous and often illegal, and irresponsible use of alcohol by employees is detrimental to library environment. The illicit manufacture, use, possession or distribution of controlled substances, look-a-like drugs, drug paraphernalia, and the manufacture, use, possession, or distribution of alcoholic beverages, marijuana, and its derivatives as defined by Illinois and Federal statute, at any time, is not permitted at any library location.

“Library location” means in any library building, on library premises, in any library-owned vehicle, or at any library-sponsored activity where patrons or employees are engaged in activities under the jurisdiction of the Library. This shall include any period of time when an employee is supervising students on behalf of a school district or is otherwise engaged in library business.

Any employee who violates the term of the library’s drug and alcohol policy may be suspended or terminated pursuant to the rules and regulations of the Library and applicable state statutes. The Library may, in its discretion, refer incidents to appropriate legal authorities for prosecution when this policy is violated. Sanctions against employees, as a condition of their employment, agree to abide by the terms of this policy and to notify the Library, no later than five (5) days after a conviction, of any criminal drug or alcohol statute conviction for a violation occurring at a library location. The Library, if or when required by law, shall report such conviction to the appropriate authorities.

A patron who violates the terms of this policy may be expelled from the library location involved or any library location at the discretion of the Library, and use privileges may be suspended for a specified period of time. The Library may, in its discretion, refer incidents to appropriate legal authority for prosecution when this policy is violated. Sanctions against patrons shall be in accordance with prescribed library regulations and procedures.

Lillie M. Evans Library District
Princeville

APPENDIX V

SPECIFIC ENFORCEMENT PROCEDURES

Angry or Irate Patrons

RESPONSE:

A. Having to deal with an angry customer may trigger a lack of self-confidence, anger and frustration. The following techniques can help you when facing an angry patron:

1. Remain calm.
2. Listen attentively and gather all information about the complaint.
3. Be aware of how you are speaking. Speak slowly and clearly.
4. Empathize with the customer and try to understand exactly how he feels.
5. Repeat the problem to the customer. If he disagrees, have him repeat the problem, until you both agree.
6. In most cases, by maintaining a calm, firm attitude and by finding suitable alternatives for the customer you will be able to cool down an angry situation and come to a satisfactory conclusion for both the library and the customer.

B. When you understand what the problem is, take some immediate action:

1. If the customer's complaint is legitimate, do something immediately to insure the situation is alleviated. For example, if the customer is complaining about a long unfilled reserve, check to see if it is available on Interlibrary loan or purchase an additional copy.
2. If the customer's complaint is not legitimate and he/she wants you to alter established policy, you need to be firm. Explain the library's policy and show the customer a copy of it, if necessary.
3. Do not argue. Simply explain the library's policy.
4. While remaining firm, try to find alternatives that will alleviate the situation without violating policy. Perhaps you can even ask the customer to help you think of acceptable alternatives.

C. After completing the above guidelines and the customer persists, ask for help from co-workers.

- D. If this does not defuse the situation, then the supervisor should be called. Often angry people will respond more positively to people who are “in Charge.”
- E. If the Department Manager is needed but unavailable, the staff member should take the customer’s name and telephone number, and tell the customer you will refer the problem to the Department Manager as soon as possible.
- F. If necessary, the customer can be referred to the Director or that person’s designee.

Bloomington Public Library

APPENDIX VI

PROBLEM: PETS

RESPONSES:

1. If a patron brings their pet into the library, ask them to please remove the pet from the library.
(Seeing Eye Dogs and Hearing Ear Dogs are exempt from this regulation.)
2. Give the patron a copy of the printed library rules and point out the appropriate regulation.
3. If the patron does not remove their pet, ask them to leave the building.
4. If the patron abuses or mistreats pets belonging to the library, warn the patron to stop their actions and show them the posted "DO NOT HURT" sign.
5. If the patron does not comply, ask them to leave the building.
6. In either of the above cases, if the patron will not leave, call the police at 9-673-4521.
7. If animal arrives unattended, call PAWS at 9-686-7297.
8. Notify the Branch/Department head and the Director's Office.
9. File an "Accident, Disturbance, Vandalism Report."

Peoria Public Library

APPENDIX VII

PROBLEM:

ASSAULT, BATTERY, OR PHYSICAL THREATS TO PATRONS OR STAFF.

RESPONSE:

1. Stay calm.
2. Do not argue.
3. Try to leave scene, if possible, and alert patrons and other staff to move away.
4. If physically unable to break away, yell for help from nearby co-worker or patrons.
5. The staff member who can get away first, should immediately call **9-911** for police assistance.
6. Try to contain the aggressive patron in one area of the building and prevent them from harming patrons or staff. The staff should alert patrons and ask them to move to another area of the building.
7. After the incident is over, involved staff should file an "Accident, Disturbance, Vandalism Report."

NOTE: A person is always legally entitled to defend themselves, or to go to the defense of another person who is being attacked, and should use no more violence than is necessary for immediate safety.

Peoria Public Library

APPENDIX VIII

ASSAULT, or PHYSICALLY THREATENING PATRONS

- A. The key to control in situations where a patron is being physically threatening, or someone is in immediate danger of assault, is TEAMWORK.
- B. Use common sense, act as calmly as possible, and do not argue.
- C. Try to leave the scene, if possible, and alert other staff members and patrons to move away.
- D. A staff member who is physically unable to break away should call out for help.
- E. While it may be physically impossible for an individual staff member to break up an assault, there is always safety in numbers. A person is always legally entitled to use self-defense, or to go to the defense of another person who is being attacked, and is entitled to use the same amount of force as is used by the attacker.
- F. If police are called, the Security Officer or the staff member who handled the situation should complete an Incident Report Form.

Bloomington Public Library

APPENDIX IX

Emergency Evacuation*

By Stevan P. Layne, CPP, CIPM

- 1) Evacuating any public building is a serious matter. If not handled correctly, there is a risk of injury persons involved. Especially persons at risk are minor children.
- 2) Not all evacuations are for fire. Other reasons could include bomb threat, tornado, flooding, chemical spills, electrical outage, structural problems.
- 3) All staff members have a responsibility to assist in a proper evacuation. The decision to evacuate, except in obvious life-threatening situations, is with the chief executive, or his/her designee.
- 4) When an evacuation alert is activated, security officers will report to their assigned area and instruct the public how and where they are to leave. Disabled persons will be assisted to a pre-assigned area, to await evacuation assistance. All elevators will be grounded and secured.
- 5) Any person refusing to will be advised that any refusal to evacuate will be referred to the police. Advise a supervisor immediately if this situation exists.
- 6) Following the departure of visitors and others, begin a systematic sweep of your assigned area. Include all offices, storage areas, restrooms, and closets. Announce completion of a sweep in order by floors to the dispatcher.
- 7) Secure areas that have been cleared and depart by stairwells ad assigned.
- 8) Move to your designated assembly area and report to the senior person present.
- 9) Remain in the area to assist with evacuation or other assigned duties.
- 10) Document all events involved, including special circumstances.

*Source: Layne, Stevan. The Cultural Property Protection Manual, 2nd ed. Layne Consultants, c2002. p.67

APPENDIX X

WORKPLACE VIOLENCE POLICY*

IT IS THE POLICY OF THIS INSTITUTION TO MAINTAIN A SAFE WORKPLACE, FREE FROM ANY THREAT OF ANY PHYSICAL VIOLENCE, EMOTIONAL ABUSE, OR ANY FORM OF INTIMIDATION. EMPLOYEES, CUSTOMERS, VENDORS, OR ANY VISITORS TO THE FACILITY ARE PROHIBITED FROM BRINGING ANY TYPE OF WEAPON, EXPLOSIVE, OR DESTRUCTIVE MATERIAL ONTO THE INSTITUTION'S PROPERTY. EMPLOYEES WILL NOT POSSESS ANY OF THE ABOVE WHILE ENGAGED IN THE INSTITUTION'S BUSINESS. ANY ACTS OF VANDALISM, SABOTAGE, OR THE THREAT OF SUCH ACTS WILL NOT BE TOLERATED. EMPLOYEES ARE ADVISED TO REPORT ANY ACTS OR THREATS OF ACTS WHICH ARE DESCRIBED BY THIS POLICY TO THEIR IMMEDIATE SUPERVISOR. ALL COMPLAINTS, REPORTS, OR ADVISEMENTS WILL BE THOROUGHLY INVESTIGATED. FAILURE TO COMPLY WITH THIS POLICY IS A DIRECT VIOLATION OF THE INSTITUTION'S RULES AND MAY RESULT IN ACTIVATION OF DISCIPLINARY PROCEDURES UP TO AND INCLUDING TERMINATION OF EMPLOYMENT. WHERE CRIMINAL VIOLATIONS HAVE OCCURRED, THE INSTITUTION WILL FILE CRIMINAL CHARGES AND FOLLOW THROUGH WITH PROSECUTION OF THOSE INVOLVED. THIS POLICY IS ADOPTED FOR MUTUAL PROTECTION OF ALL EMPLOYEES AND VISITORS. EMPLOYEES AND OTHERS SHALL NOT BE SUBJECTD TO NOR VICTIMIZED BY THREATS, INTIMIDATIONS, OR ANY FORM OF ABUSE. ALL SUCH ACTIVITIES MUST BE REPORTED IMMEDIATELY, BY CALLING _____ . CALLERS MAY REMAIN ANONYMOUS IF SO DESIRED.

*Management retains the **right to search any, lockers, lunch boxes, backpacks, or other containers**, when there is probable cause to believe this [policy has been violated. Suspected violators should be present when a search of their property is conducted.

*Source: Layne, Stevan. The Cultural Property Protection Manual, 2nd ed. Layne Consultants, c2002. p.67

APPENDIX XI

CHILD ABUSE

- A. If a customer witnesses and reports an incident of child abuse, the Security Officer will call the police and encourage the customer to relate the incident.
- B. Staff members who witness incidents of child abuse should call the police.
- C. Section 4 of Abused and Neglected Child Reporting Act (Ill. Rev. Stat. ch. 23, 2054) provides in part as follows:

“In addition to the (above) persons required to report suspected cases of abused or neglected children, any other person may make a report if such person has reasonable cause to believe a child may be an abused child or neglected child.”

Section 9 of that act (Ill. Rev. Stat. ch. 23, 2059) provides in part as follows:

“any person, institution or agency, under this Act, participating in good faith in the making of a report, or in the investigation of such a report or in the taking of photographs and x-rays... shall have immunity from any liability, civil, criminal, or otherwise that might result by reason of such actions. For the purpose of any proceedings, civil or criminal, the good faith of any persons required to report, or permitted to report, cases of suspected child abuse or neglect under this Act, shall be presumed.”

- D. If the police are called, the staff member who handled the situation should complete an

Bloomington Public Library

APPENDIX XII

PROBLEM: DISRUPTIVE BEHAVIOR

RESPONSE:

1. Examples of disruptive behavior include:
 - A. a man cursing at the top of his lungs;
 - B. an adult loudly singing along with music on a machine playing it;
 - C. children pounding on windows from outside the building;
 - D. loud noisy conversations among groups of students.
2. Indications of disruptive behavior when not actually observed include:
 - A. patrons moving away from another patron;
 - B. patrons staring at another patron;
 - C. patrons looking at other staff members as a form of complaint.
3. Approach the individual behaving disruptively; explain that the behavior is inappropriate, and ask that the behavior be stopped at once.
4. Give the patron a copy of the library rules, and point out the applicable rule.
5. If the behavior continues, tell the offender again that they must stop the problem behavior or they will be asked to leave the library.
6. If the behavior persists, tell the person to leave the library.
7. If the patron still continues to act disruptively and refuses to leave the building, call the police.
8. In the case of students, obtain their names and report the behavior to their principal.
9. File an "Accident, Disturbance, Vandalism Report".

Peoria Public Library

APPENDIX XIII

PROBLEM LOITERERS

RESPONSE:

1. Ask if assistance is needed.
2. If the loitering is disturbing staff or other library patrons, give the person the printed library rules, pointing out the library's regulation against loitering.
3. Warn the patron that the police will be called.
4. If the behavior persists, call the police.
5. Notify the Branch/Department Head and the Director's Office.
6. If you have proceeded as far as step 2 above, or further, file an Accident, Disturbance, Vandalism Report.

Peoria Public Library

APPENDIX XIV

PROBLEM CHILDREN MISBEHAVING IN THE LIBRARY RESPONSE:

1. Tell the child to stop in a very firm manner.
2. If the child persists, locate the parents or other adults responsible for them and give them a copy of the "Rules of the Library" pointing out the appropriate rule.
3. If the child continues to persist, ask the parents or guardian to leave the library, taking the child with them.
4. Complete and file an "Accident, Disturbance, Vandalism Report."
5. If the child is left unattended, see **CHILDREN LEFT UNATTENDED IN THE LIBRARY.**

Peoria Public Library

APPENDIX XV

LILLIE M. EVANS LIBRARY DISTRICT
January 17, 2003

John and Jane Evans
207 N. Walnut Ave., PO Box 349
Princeville, IL 61559

Dear Mr. And Mrs. Evans:

On Wednesday, August 14, 2002, the library staff called Peoria County Sheriff's Department because your daughter Lillie was behaving in a disruptive manner that was in violation of the library conduct ordinance. A copy of the ordinance and the policy that supports it are enclosed. Lillie was asked to behave more appropriately by a staff member. When she continued to be in violation of the policy, she was asked to leave the library. She did not do so, at which time the police were called to enforce the ordinance. Lillie will be barred from the library for a thirty-day period beginning XXX and ending XXX.

Sincerely,

Joanne R. Cox
Library Director

APPENDIX XVI

CHILDREN DISRUPTIVE

- A. Groups of children who become loud or noisy should be told in a firm that this behavior is inappropriate in a library and is disturbing to others. Explain this is their first warning and that they will be asked to leave if a second incidence occurs.
- B. If the problem persists, the Security Officer or staff member will ask the children to leave the library for the remainder of the day.
- C. Programs for children (story hours, puppet shows, etc.) may present a problem. If patrons complain about the noise level, explain the circumstances.
- D. Children running and playing throughout the library are hazardous to themselves and others and should be stopped at once.
- E. Children should not be allowed to play with or misuse the elevator, microfilms reader/printers, typewriter, photocopy machines, theft detection system or any other equipment in the library.
- F. If parents have accompanied children who become disruptive but fail to correct their behavior, the staff member should first speak to the children.
- G. If the behavior continues, the staff member should inform the parent(s) that their children are disturbing others, and will have to leave if the disturbance continues.
- H. The use of the library as a temporary baby-sitting service is not allowed. The library does not provide such a service and cannot be responsible for for children. See: Unattended Child Policy.

Bloomington Public Library.

APPENDIX XVII

PROBLEM CHILDREN WHO HAVE DISAPPEARED FROM THE LIBRARY

RESPONSE:

1. Get the child's name, age, and physical description from the parents or guardian.
2. Telephone each department in the building.
 - A. Explain the situation;
 - B. Describe the child;
 - C. Ask the staff member to search the department, including any separate areas adjacent to that department, e.g. rest rooms, group study rooms;
 - D. Ask the department staff member to telephone the outcome of his search back to you.
3. (Lakeview and Main only) If the child has not been found after the search, ask the circulation staff to page on the PA system.
4. If the child still has not been found, assist the parents/guardian in calling the police.
5. Remain with the parents/guardian until the police arrive.
6. Complete and file an "Accident, Disturbance, Vandalism Report."

Peoria Public Library

APPENDIX XVIII

PROBLEM: **CHILDREN LOST AT THE LIBRARY**

RESPONSE:

1. Comfort and reassure the child.
2. Ask the child where his parents are, what they were studying.
3. Try to identify and locate the child's parents or the adults responsible for them.
4. Explain firmly the library policy on unattended children.
5. If the parents or adults responsible for the child cannot be located, call them at home.
6. If the parents or other responsible adults cannot be contacted, call the police.
7. **Remain** with the child until the police arrive.
8. **UNDER NO CIRCUMSTANCES SHOULD A STAFF MEMBER DRIVE THE CHILD HOME.**

Peoria Public Library

APPENDIX XIX

PROBLEM: OFFENSIVE ODOR

RESPONSE:

1. Call Director's Office.
2. If a person's odor is so strong that it is offensive to staff and other patrons, quietly ask the individual to leave the library and not return until they have cleaned up.
3. Write down the name and address of institutions where the patron may obtain a free bath and/or clothing.
4. Tell the patron they are welcome to return to the library as soon as they are clean and have clean clothing.
5. The following are social institutions where individuals may obtain free or very low cost clothing and free or low cost baths.

COMMON PLACE

Some free clothing.

FRIENDSHIP HOUSE

GOODWILL INDUSTRIES

NEIGHBORHOOD HOUSE

PEORIA RESCUE MISSION

Free showers (4:30 p.m. is the best time) primarily for men.

SALVATION ARMY

SOUTH SIDE MISSION

YMCA

\$.75/shower, \$.50/towel Low cost clothing.

Peoria Public Library

APPENDIX XX

PERSON IN NON-PUBLIC (STAFF ONLY) AREA

- A. Inform the person that the area is not for public use and they must leave the area.
- B. If the person refuses to leave the non-public area, call the police.
- C. If the police are called, the staff member who handled the situation should complete and "Accident, Disturbance, Vandalism Report" form and file with the Director's Office and their Department head within one working day.

PERSONS IN the BUILDING WHEN the LIBRARY IS NOT OPEN

- A. Approach the person and ask if he/she needs assistance.
- B. Inform the person of library hours and ask that he/she return during proper hours.
- C. If the person refuses to leave, call the police.
- D. If the police are called, the staff member who handled the situation should complete and "Accident, Disturbance, Vandalism Report" form and file with the Director's Office and their Department head within working day.

Bloomington Public Library

APPENDIX XXI

PROBLEM:
PATRON IN NON-PUBLIC AREAS OF THE LIBRARY
WITHOUT PERMISSION

RESPONSE:

1. Approach the patron and ask:
 - Are you lost?
 - Do you need assistance?
 - Do you have permission to be here?
2. If the patron is lost, help them find the department they want.
Supply whatever assistance or direction is possible.
3. If the patron has permission to be in that area, leave them alone.
4. If the patron does not have permission to be in the area, make sure the patron returns to the public area.
5. If the patron does not cooperate, call the police at 9-911.

Peoria Public Library

APPENDIX XXII

PROBLEM

SEXUAL DEVIANTS-GIRL/BOY WATCHERS

RESPONSE:

1. If someone is watching or following a staff member or a patron in a suspicious manner, get a general description of the person's height, coloring, age, build and attire.
2. Verify that the person is actually following/staring, if possible. Move to another area of the room and note if the suspect moves with you.
3. Notify fellow staff and Branch/Department head, and give them your description of the individual, so that they may be on watch.
4. If appropriate, give a copy of the printed library rules to the offender and point out the rules against loitering and harassment, depending on the circumstances.
5. File an "Accident, Disturbance, Vandalism Report."

Peoria Public Library

APPENDIX XXIII

PROBLEM: **SLEEPING**

RESPONSE:

1. Use discretion in approaching a sleeping patron.
2. **DO NOT** physically touch or shake the patron.
3. Awaken the patron by voice or by loud noises, e.g. dropping a book on the table.
4. Ask the patron if they feel all right or need assistance.
5. If the patron needs help, call 9-1-1 for the police or Emergency Response Service. If the patron was merely sleeping, give them a copy of the printed library rules, and point out the **NO SLEEPING** rule.
6. Tell the patron that they must stay awake or be asked to leave the building.
7. Check back in approximately 10 minutes.
8. If the patron is sleeping again, awaken them and ask them to leave the library.

Peoria Public Library

APPENDIX XXIV

PROBLEM: **THEFT OF LIBRARY MATERIALS AT THE THEFT DETECTION SYSTEM.**

RESPONSE:

1. If the alarm of the theft detection system is triggered by a person leaving the library, staff has legal and “reasonable” cause to detain them.
2. Ask the patron to step back.
3. Charged out materials should be de-sensitized again.
4. Request that the patron go through the gate again.
5. If the gate sounds again, ask the patron to step back once more.
6. Ask if the patron has any library materials that may have not been checked out, or if they are carrying metal objects that might set off the alarm.
7. If the materials are **FOR REFERENCE ONLY**, explain that these rarely leave the library, and refer the patron to the Reference Desk or the Department head.
8. If the materials circulate but are not checked out explain that a record must be kept of all materials that leave the library, and charge them out to the patron, providing that he/she has a library card.
9. If the patron does not have a valid library card, explain the requirements for getting a card, and assist the patron in filling out the application.
Charge the materials to the patron.
10. Have the patron go through the gate again, while you watch, regardless if they have handed items over to you or not.
11. If the alarm still sounds, ask to see the inside of the patron's coat, jacket, briefcase, shopping bag, etc.
12. If the materials causing the alarm are located, determine whether theft and intent are provable, and call the police **9-911**.
13. Notify Branch/Department head and the Director's Office.
14. File an “Accident, Disturbance, Vandalism Report

Peoria Public Library

APPENDIX XXV

PROBLEM: THEFT OF LIBRARY MATERIALS OR LIBRARY PROPERTY.

PROOF OF THEFT:

1. The subject has taken away or attempted to take away property of value.
2. The subject is in possession of that property.
3. The subject intended to steal the property.

PROOF OF INTENT:

1. Intent is most commonly demonstrated by the concealment of property.
2. Concealment means having or carrying the item in a place or manner in which it would not ordinarily be kept.

EXAMPLES:

A patron attempting to leave the library with a briefcase containing materials not checked out.

A patron attempting to leave the library with materials under his/her clothing or covertly wrapped in something.

RESPONSE:

1. If a patron attempts to leave the library with materials that have not been properly checked out, **DO NOT** assume that theft was the intent.
2. Approach the patron pleasantly and ask if they forgot to check out the library materials.
3. Determine whether the patron has been merely absentminded or ignorant of procedures. Determine if they have willfully violated the law with "possession" and "intent to steal." This determination must be clearly evident and provable.
4. Get help and ask the suspect to surrender the concealed library property, or the police will be called.
5. If the material is not handed over to you, stay with the suspect while a co-worker calls the police at 9-911.
6. **DO NOT** physically detain the suspect, should they attempt to leave.
7. Be firm and try to convince the individual to remain or to hand over the library materials.

- 8.** If the suspect leaves before the police arrive, give the officer the suspects name, if known, and a general description – age, height, coloring, build, attire, etc.
- 9.** Have the police arrest the suspect.
- 10.** Notify the Branch/Department head and the Director's Office.
- 11.** File and Accident, Disturbance, Vandalism Report."

Peoria Public Library

APPENDIX XXVI

PROBLEM: THEFT

RESPONSE:

1. When a person reports a purse or other valuables missing or stolen, verify that the item has been stolen and not merely misplaced. Have them check their car and retrace their steps.
2. Notify the police at **9-XXX-XXXX** and ask the patron to wait until the police arrive.
3. If the item is not found, assist the patron in searching the building, including restrooms and especially the wastepaper containers. Suggest that the patron also check outside the building, in the shrubbery for example.
4. Assist the patron in whatever way possible, including use of the phone.
5. Get the name and telephone number of the patron and give it to the Circulation Desk, and Director's office in case the item is eventually located.
6. At main, ask the Circulation staff to make the announcement about purses and personal belongings left attended.
7. File an "Accident, Disturbance, Vandalism Report."

Peoria Public Library

APPENDIX XXVII

LIBRARY POLICY ON UNATTENDED CHILDREN AND/OR DISRUPTIVE BEHAVIOR

POLICY STATEMENT: Parents are responsible for their children's behavior while the children are in the Library. Parents who leave children under the age of nine in the Library must make sure that these children are accompanied by another person, nine years of age or older. Disruptive children, nine years of age or older, will be asked to leave the Library after receiving one warning.

I. CHILDREN UNDER NINE YEARS OF AGE LEFT UNATTENDED

1. If it is determined that a child is lost or has been left unattended, a staff member should bring the child to the person in charge of the department where the child has been found.
2. The staff person should try to identify and locate the parent or responsible older person by;
 - a. Walking around the Library with the child, looking for the parent or older person.
 - b. Paging the child's parent or the older person, if this name is known; if this name is not known, paging by using the child's name, if the child's name is known.
3. The staff member should explain clearly and firmly, when the parent or older person is located, what the Library policy is on unattended children.
4. If the parent or an accompanying older person is not found in the building, staying with the child until the parent can be located through searching the database, phonebook, or city directory.
5. Under no circumstances shall a staff member take the child out of the building.

II. DISRUPTIVE BEHAVIOR

1. **DISRUPTIVE *ATTENDED* CHILDREN UNDER AGE OF NINE**
 - a. Staff members will ask children who are being disruptive to behave. This constitutes a warning.
 - b. If the children's disruptive behavior continues, a staff member will inform the parent that their child is disturbing others.
 - c. If the parent refuses or is unable to control the child, the family will be asked to leave.

Quincy Public Library

APPENDIX XXVIII

PEORIA HEIGHTS PUBLIC LIBRARY POLICY ON UNATTENDED CHILDREN AND PATRON CONDUCT

The Board of Trustees and staff of the Peoria Heights Public Library invite children to visit the library to use the materials and enjoy the programs. To provide for the general welfare and safety of all people using the library, parents, a responsible adult or legal guardian must accept the responsibility of supervising their children while they are here.

All children who are unattended must have a related purpose in visiting the library – finding a book, reading a book, doing homework. The library is not to be used as a babysitting service.

Children age 5 or under shall, at all times, be attended by an adult or mature adolescent. Children ages 6 and 7 may be left unattended in the library up to 30 minutes, except during special programs when they may be left for the duration of the program. Children age 8 and older may use the library unattended.

People who do not adhere to this policy will be asked to leave the library. Continued disruptive behavior or leaving children unattended will result in the loss of library privileges.

If any patron is creating a disturbance or causing problems in the library, the library staff has the authority or right to tell that patron to leave the library. If that patron refuses to comply and continues to cause problems, the police can then be contacted to eject that patron from the library.

Reviewed and reconfirmed – June 9, 1998

Peoria Heights Public Library

APPENDIX XXIX

UNATTENDED CHILDREN

The safety and well being of young people left unattended at the library is a serious concern. Young pre-school children left alone may become frightened or anxious. Older children cannot be expected to deal with a small child who is frightened, tired or ill.

Our staff is happy to serve children of all ages, but cannot supervise children while carrying out their many work responsibilities.

Parents/Guardians will be notified if their children are left unattended and require supervision. If a child is being disruptive, that child may be asked to leave the library for the day. If unattended children are still in the library at closing time, the police will be notified.

We appreciate your cooperation in making the library a safe and happy place for your children.

Peoria Public Library

APPENDIX XXX

ADOPTED:091197
REVIEWED:010903

LILLIE M. EVANS LIBRARY DISTRICT UNATTENDED AND UNSUPERVISED CHILDREN IN THE LIBRARY POLICY

The Staff and Board of Lillie M. Evans Library District are committed to the welfare and safety of all children who visit the library. Young children who are left unsupervised are a source of concern to the library. Issues of safety, liability, and responsibility motivate the library to address this potentially serious problem. Also, young children who are not under the direct supervision of an adult may be injured or may damage library equipment and materials and be disruptive to others using the library. Therefore, it is the policy of the Board of Trustees of the Lillie M. Evans Library District that children five (5) years and under must be accompanied by an adult and remain with the adult at all times while in the library.

If a child is being destructive and/or disruptive, a staff member will take the child to the adult and inform the adult of the unacceptable behavior. The adult will be instructed that the child must be physically kept in hand. If the child continues to be destructive and/or disruptive, the staff member will ask the adult to remove him/her from the library at this time. The adult will be invited to return with the child when the child is more controlled. Adults should be informed that damages will be assessed for repeated incidents of destructive behavior.

While unattended children above the age of five (5) may use the library without supervision, the parent remains responsible for the child's behavior in the library. When children are left at the library for long periods of time, the child's boredom and fatigue may lead to behavior that disrupts services.

If the staff members observe a child or children engaged in disruptive behavior, the following procedure will be followed: the parent will be notified. Notification will be by telephone if possible, and the parent will be asked to come and remove the child. If a parent cannot be reached, an attempt will be made to reach an adult relative. If a responsible adult cannot be located within an hour, the police will be notified. Under no circumstances shall a staff member take the child out of the building.

Lillie M. Evans District
Princeville

APPENDIX XXXI

MORTON PUBLIC LIBRARY **315 W. PERSHIN-MORTON, ILLINOIS 61550** **PHONE 309/263-2200**

Dear Parent:

For a child to be left alone in a public place after closing time is both frightening and dangerous for the child. To avoid this situation we offer the following suggestions:

1. To insure your child's safety, please arrange to pick up your child before closing time. The library closes at:

9:00 PM Monday, Tuesday, Wednesday, Thursday
6:00 PM Friday
5:00 PM Saturday
2. To insure your child's safety, please be sure your child has 20¢ to make a phone call for a ride.
3. To insure your child's safety, please have a friend or a relative your child could call for a ride if you are delayed by unforeseen circumstances.
4. To insure your child's safety, please feel free to call the library to tell Your child you will be late. Library staff will make a call for your child if necessary.

Above all, we share your concern for the emotional and physical well being of your child. By working together, we can insure that your child's experience at the library will be both educational and safe. We appreciate your consideration.

Sincerely,

Janice E. Sherman, Director
Board of Trustees

P.S. For your child's safety, arrange to pick up your child BEFORE closing time and have a back up plan incase you are delayed.

APPENDIX XXXII

Unattended Child Policy

Parents are responsible for the behavior of their children while the children are in the library or Bookmobile. The Bloomington Public Library staff is committed to helping children with activities related to the Library. However, it is not staff responsibility to serve as babysitters, teachers, caregivers, or disciplinarians. Whenever advisable, the library staff will notify the parent of an unattended child.

When safety of an unattended child is in doubt, when the child is disruptive, or when the parent or responsible caregiver cannot be located, the Library staff or the security officer is authorized to call the police. The security officer or a staff member will stay with the child until the police arrive.

From time to time, Bloomington Public Library provides programs which are designed and suitable for attendance by children without parental supervision. Such program announcements will so indicate. In this case, the parent or caregiver may leave word at the Children's Room Desk as to their whereabouts and, if possible, a phone number where they can be contacted. If there is no indication that children may attend the program alone, parental supervision is strongly recommended.

In the event that a young person is still at the Library 15 minutes after the Library closes to the public, the security officer will call the police to pick up the young person. Attempts will be made during that time to reach the parents. In no instance will staff take the young person home or stay with the child at the Library after the Library is closed.

Children, just as all library customers, are subject to other Library rules and policies concerning behavior, conduct, and demeanor.

Bloomington Public Library

APPENDIX XXXIII

PROBLEM: VANDALS, AND PATRONS WITH DESTRUCTIVE BEHAVIORS

ILLINOIS CRIMINAL LAW

“Criminal mutilation or vandalism of library materials, when the aggregate damage or loss of the materials which are subject of such mutilation or vandalism does not exceed \$300, is a class A misdemeanor,” (Chapter 720 ILCS 5/16B-5 (d))

EXAMPLES

Deliberately cutting, tearing or marking on library materials.
Defacing of walls or furniture.
Damaging furniture or facilities, such as restrooms.
Breaking windows.
Grinding out cigarettes on floor.

RESPONSE:

1. Use caution when approaching patrons with destructive behavior.
2. Tell the individual to stop at once.
3. Inform them that their actions are against the law.
4. Report the incident immediately to the Branch/Department Head.
5. If the police are not called, restitution may be discussed and/or determined by the Branch/Department Head and other appropriate staff of the library.
6. If the patron with the destructive behavior is obviously not approachable, call the police at 9-911 immediately.
7. Arrest power is exercised only when vandalism has been observed and is committed in the presence of the person signing the citation or making the arrest.
8. Notify the Branch/Department Head and the Director's Office.
9. File an “ Accident, Disturbance, Vandalism Report.”

Peoria Public Library

APPENDIX XXXIV

VANDALS and DESTRUCTIVE PATRONS

- A. The library staff has a right and duty to protect public property. Examples of destructive behavior by patrons are:
 - 1. Destroying or defacing library materials, including the slicing of pages from books, periodicals and newspapers.
 - 2. Vandalizing library property, including defacing walls and furniture, damaging facilities (such as restrooms), breaking windows, etc.
- B. Vandals or destructive patrons can be careless or thoughtless; others can be dangerous. The staff member must size up the situation and decide the best method of handling it.
- C. If a staff member observes or receives a report that someone is defacing or destroying library property, the staff member should tell the individual his actions are against the law and he must stop at once.
- D. If it is determined that the patron has vandalized library property, the incident should be reported to the person-in-charge who should discuss with the patron means of restitution.
- E. If a staff member observes or receives a report that a patron is maliciously destroying library property, and is obviously not approachable, the staff member should call the police immediately. The library will prosecute anyone who maliciously destroys library property but arrest power can only be exercised when the vandalism has been observed and is committed in the presence of the person signing the citation or making the arrest.
- F. If the police are called, the staff member who handled the situation should complete an "Accident, Disturbance, Vandalism Report" form and file with the Director's Office and their Department Head within one working day.

Bloomington Public Library

APPENDIX XXXV

PROBLEM: **VERBAL ABUSE OF THE STAFF**

RESPONSE:

1. Remain calm, and remember that the abuse is not directed at you personally.
2. You do not have to listen to obscene language.
Tell the patron: "Your language and behavior are not appropriate in the public library and are causing a disturbance. You must stop, or leave and come back after you have calmed down."

If you have obscene language on the telephone, tell the caller, "Your language is inappropriate," and hang up.

3. Another staff member should monitor the situation and intervene, if needed.
4. **DO NOT** argue, if the patron becomes abusive. Tell them: "You will have to leave the library, or I will call the police."
5. If the patron refuses to leave, call the police at 673-4521.
6. Notify the Branch/Department head and the Director's Office.
7. File an "Accident, Disturbance, Vandalism Report."

Peoria Public Library

APPENDIX XXXVI

MODEL LIBRARY INTERNET POLICY

Model Policy for Public Libraries within the scope of the “Neighborhood Children’s Internet Protection Act” but NOT CIPA. The consideration and adoption of an effective “Internet Safety Policy” under the Act, requires a reasonable public notice and at least one (1) public hearing regarding the policy. The following language is proposed for your consideration and use in this requirement, with some optional language contained in brackets.

“Library Internet Policy and Agreement”

Welcome! We are pleased to be able to offer Internet access in our Library! Please read the following policy carefully as it discusses the Library’s rules and regulations regarding Internet use in the Library and in compliance with federal law. Your cooperation is appreciated.

Users Guide to the Internet as a Resource

Remember the Internet is a collection of information not produced nor endorsed by the Library. The Internet has become an invaluable tool for research, communication, and entertainment. However, please keep the following in mind.

1. Information obtained via the Internet may or may not be reliable and may or may not be obtained from a reliable source.
2. Information obtained via the Internet may or may not be accurate.
3. Information obtained via the Internet may or may not be current.
4. Information obtained via the Internet may be considered controversial or offensive by some Library patrons.

This Library encourages all Library patrons to be informed users and carefully evaluate any information obtained via the Internet. Library staff members may help you evaluate certain types of Internet sources, but are not trained to provide definitive analysis of specific sources or sites.

This Library is not responsible for damages, indirect or direct, arising from a Library patron’s reliance, citation, or other utilization of Internet information resources.

[Optional CIPA-like filtering provision: “Internet Filtration

All/Some Library computers are equipped with Internet filtration devices that are designed and intended to block sites deemed to be inappropriate for general audiences. Adults (over the age of 16) may request that a certain site be unlocked, for bona fide research or other lawful purposes. Granting such a request is ALWAYS up to the discretion of the Library staff and may be denied for any reason in order to comply with Library policy or otherwise. Minors under the age of 17 years old are not allowed to access a computer with unfiltered Internet access at any time. Minors under the age of 17 years old may

NOT accompany an adult who is accessing a computer with unfiltered Internet access at any time.

All Internet filtration devices installed on library computers have been purchased from a commercial vendor. The Library does not maintain that the installed filters effectively filter all or any inappropriate materials from access within the Library. The Library is not responsible for damages, indirect or direct, arising from access, whether voluntarily or involuntarily requested, to inappropriate or offensive Internet sites within the Library, regardless of the age of the user or whether arising from the deficiency of the filter or its installation.”]

Access of Use of the Library’s Connections and Networks by Adults

The Library recognizes that electronic information on the Internet may contain material that is inappropriate or offensive to children as well as patrons of all ages. The Library requires that all Library patrons using the Library’s Internet connection do so within the guidelines of appropriate and acceptable use. The following are unacceptable:

1. Any use of electronic information which results in the harassment of others;
2. Use of electronic information networks in any way which violates a Federal or State law;
3. Unauthorized duplication of protected software or licensing agreements, including but not exclusively, any “hacking;”
4. Destruction or damage to or unauthorized alteration of the Library’s computer equipment;
5. Behaving in a manner that is disruptive to others;
6. Accessing child pornography;
7. Accessing material depicting offensive sexual conduct which lacks a high level of artistic, political, or scientific value; and
8. Any unauthorized disclosure, use and dissemination of any personal identification information regarding minors.

The Library reserves the right to classify any action, access, or operation on the Internet inappropriate and ban its use by patrons.

Access and Use of the Library’s Internet Connection and Networks by Minors Under the Age of 17

All access and use restrictions applicable to adults are also applicable to minors. In addition, the following are specifically unacceptable for minors:

1. accessing any inappropriate matter on the Internet; and
2. accessing any picture, image, visual depiction, description, or representation exhibiting qualities of nudity or sexual acts or contact. Exceptions are rare and are only appropriate when images possess overwhelming artistic, political, or scientific value.
3. [Optional CIPA like: “accessing any computer within the Library at any time which does not have an active Internet filtration device in place”].

The Library reserves the right to classify any action, access, or operation on the Internet inappropriate and ban its use by minor patrons.

Parents are expected to monitor and supervise their children's use of the Internet in the Library. Parents are encouraged to discuss with their children issues of appropriate use and Internet safety. [Option: "Please be advised that the Library does NOT filter all websites deemed to be inappropriate for very young children. Advanced filtration may be available for young children desiring Internet access."]

Privacy on the Internet

The Library will make every effort to allow Library's patrons to privately use the Internet in the Library. However, [Optional (schools only): "the Library is mandated by federal law to provide for monitoring a minor's use of Internet access, and therefore"] the Library reserves the right to supervise [minor's, under the age of 17,] patrons' use of the Internet to reasonably ensure compliance with Library Internet policies by [minors] all patrons. The Library reserves the right to request an explanation or otherwise inquire as to when a patron is found to be accessing material a Library staff member reasonably believes to be beyond compliance with Library Internet policy.

[Option: "Email, Instant Messaging and Internet Chat

It is the policy of the Library to permit its users to engage in forms of direct electronic communication known as electronic mail ("Email"), instant messaging and Internet chat. However, such use by minors under the age of 17 may be monitored from time to time and in the event Library staff believe a minor's safety is at risk, such privileges will be suspended or revoked."]

Violation of Policy

The violation of any of terms of the Library's policy may result in suspension or revocation of Library Internet access privileges or even the suspension or revocation of general Library use privileges. Please act responsibly!

Name (Please Print)

Last

first

Registration and User Agreement

1. I have read the policies concerning the use of the Internet in the Library;
2. I understand that copyright laws restrict the duplication of copyrighted materials and will follow all copyright laws;
3. I understand that if I fail to abide by the Library's Internet policies I can lose my eligibility for use of this service or even use of the Library;
4. I understand and acknowledge that the Internet contains material of a controversial nature [Option: including pornography, obscenity, excessive violence, inflammatory or dangerous material], and that the Library has no control over the Internet and assumes no responsibility for the content, quality, accuracy, appropriateness of any Internet resources; and
5. [Option, for when filters are used: "I understand that the filters installed on the library computers may or may not be effective in blocking voluntary or involuntary access to inappropriate or offensive material and, by this agreement, release and discharge the Library from any direct or indirect liability resulting from such access."]

Signature

Date:

For Patrons Under the Age of 17:

As the parent or guardian of _____ I give permission for my child to use the Internet connection at the Library, with the understanding that I am responsible for monitoring my child's appropriate use of this service and that I am responsible for any damages that may occur and that I have read, understand, and agree to the above statements. [Option when filters are used: specifically including any deficiencies in the performance or installation of blocking filters].

Parent or Guardian Signature: _____

Date: _____

Prepared by Philip B. Lenzini, Attorney

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Kewanee Public Library District
Pekin Public Library
Peoria Heights Public Library
Morton Public Library District
Henry Public Library
Lillie M. Evans Library District

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