~~These procedures enforce the policy of the Metropolitan Library System to ensure that our library provides an atmosphere conducive to appropriate use of its services and facilities.~~

~~Procedures~~

~~Library staff, including police officers and security personnel, will enforce the Rules of Conduct in a fair and reasonable manner. Failure to comply with the library’s Rules of Conduct or policies could result in removal from the facility and termination of library privileges for a period of up to two years. Violations could also result in arrest or prosecution.~~

~~If the unacceptable conduct is reasonably considered by staff to constitute a violation of criminal law or the City municipal code, staff or the security officer on duty will immediately request police assistance.~~

~~When possible, staff will first educate individuals about the applicable policies before taking stronger measures to enforce those policies.~~

~~The staff is authorized to request identification of the customer who violates library policy.~~

~~Normally, the manager or person-in-charge will initiate calls to the police when needed. However, any staff member who observes or receives complaints of inappropriate behavior may:~~

* ~~Handle the problem directly with the customer. Staff must use their judgment as to whether the situation requires assistance from someone else.~~
* ~~Immediately telephone the police if the situation is of a severe/violent or emergency medical situation~~
* ~~Contact the supervisor in charge if the situation is of a nature that the staff member chooses not to discuss the inappropriate conduct with the customer.~~
* ~~Contact police if the customer is not responding to staff requests to conform to Library Rules of Conduct.~~

~~Note: In all cases the manager or department head must be notified as soon as possible when the staff member discusses major offenses of inappropriate conduct with a library user who violates the Library Rules. The manager or department head will be responsible for notifying administration if necessary.~~

~~Incidents reports must be filed in all cases when it was necessary to call for outside help and in other situations in which the administration and staff need to be informed because of possible repercussions. Copies of all reports will be sent to Library Operations and kept at a location for staff to access them if needed. A log of incidents, unusual incident reports, customers banned and other customers who have repeat violations will be kept at each agency and be available for staff and police to review in case of repeat offenders. In addition to written reports, staff members are encouraged to talk through upsetting incidents with other staff who might be involved to share their knowledge of possible issues.~~

~~Responding to Disruptive Conduct~~

~~In the event disruptive conduct occurs, the Metropolitan Library System staff or the security officer on duty may take the following actions, as appropriate to the situation:~~

1. ~~Level I – educate/warn~~
   1. ~~Advise the customer that his/her conduct is unacceptable and request that s/he comply with library policy. Library staff will identify the inappropriate conduct for the individual and state what conduct is expected if the customer wishes to remain in the building. Warn the customer that if his/her conduct does not comply with library policies, s/he will be directed to leave the facility. If necessary, staff may contact a parent or guardian as part of the educating step.~~
   2. ~~If the customer responds in a verbally or physically abusive manner to the warning, the situation moves to level II.~~
2. ~~Level II – evicted for the day~~
   1. ~~If the customer fails to comply with library policy after being educated and warned one time during a 30-day time period, which is the same as a second violation, staff or the security officer on duty will direct the customer to leave the library building and grounds for the remainder of the day.~~
   2. ~~If the customer does not obey an order to leave the premises, staff or security officer will request assistance of the local police to escort the customer from the premises. If a customer continues to resist, the library may take appropriate legal action.~~
   3. ~~Staff must document the incident.~~
3. ~~Level III – suspension of library privileges for one month~~
   1. ~~Repeated incidents of disruptive conduct will result in a one-month suspension of library privileges, which the manager of the library will invoke. “Repeated” is defined as more than two warnings (regarding any disruptive conduct) in a 30-day period, or an incident of disruptive conduct from a customer who has been evicted for the day within the previous 30 days.~~
   2. ~~The manager of the library will notify the parents or guardian of customers under the age of 18 of each restriction beyond a one-day restriction.~~
   3. ~~The manager will complete and submit an Unusual Incident Form.~~
4. ~~Level IV – Suspension of library privileges for six months~~
   1. ~~If a customer who has been readmitted to the library after being suspended for one month repeats disruptive conduct, this will result in a six-month suspension determined by the manager of the library.~~
   2. ~~As an alternative to suspension of a juvenile, the manager may restrict a juvenile from independent use of a specified library site for a period of six months. The juvenile whose library use is restricted may use the library during the specified period only when the juvenile is accompanied by a responsible parent or guardian. The juvenile’s parent or guardian must be notified of the restriction via certified mail. Failure to abide by the restriction may lead to banning the juvenile from all library premises.~~
   3. ~~The manager will complete and submit an Unusual Incident Form.~~
5. ~~Level V – Barring of all library privileges~~
   1. ~~In cases of repeated violations of the library’s rules of conduct, the Executive Director may determine a period of time up to two years that such a customer will be excluded from using the building, property and/or services. Such a determination will be made upon a finding that exclusion is necessary to protect the mission and services of the library, library property or the health and safety of staff and customer.~~
   2. ~~In cases of sever, egregious, or illegal conduct that endangers the health and safety of staff or customers, or that endangers the mission, services or property of the library, the Executive Director or his or her designee may make an immediate decision to exclude a person from use of the library building, property or services for any length of time.~~
   3. ~~Appeal procedure~~
      * 1. ~~A person excluded from the use of the library building, property, and/or services may request in writing that the Executive Director reconsider such a decision and present evidence to the Executive Director that s/he no longer poses a threat as described above.~~

**Procedures**

To provide an atmosphere that is conducive to the appropriate use of the library’s facilities and services, these procedures provide staff with a means to address the behaviors of members and other visitors that do not comply with the Rules of Conduct.

**Illegal Acts**

If the unacceptable conduct is reasonably considered by staff or security to constitute a violation of criminal law or the City municipal code, police assistance may be requested immediately.

**Responding to Disruptive Conduct**

Normally, disruptive conduct is identified by library staff or security personnel or through a member report. Library staff and security personnel will apply the Rules of Conduct in a fair and reasonable manner with the goal of providing a path for the member to correct their behavior and continue to use library services.

While most incidents will be addressed by starting with Step I – Inform, staff has the authority to begin at the Step appropriate to the level of the violation.

**Step I – Inform**

1. To ensure that members and guests are aware of behavior expectations, staff and security will first inform individuals of the library’s Rules of Conduct when a violation is recognized.

**Step II – Warn**

1. When a member is aware of the Rules of Conduct and does not comply, the member will be warned that behavior needs to be corrected to continue use of services. For incidents involving a juvenile, staff may contact a parent or guardian as part of Step II.
2. Staff and/or security will document the incident. Staff is authorized to request identification of a member who violates library policy.

**Step III – Evict for the Day**

1. If a member fails to comply with library policy after being warned within the past month, staff or security will direct the member to leave the library building and grounds for the remainder of the day.
2. If the member does not comply with an order to leave the premises or returns after eviction, staff or security will request assistance of the local authorities to escort the member from the premises.
3. Staff and/or security will document the incident for manager review.

**Step IV– Suspend Local Library Privileges**

1. For repeated incidents of disruptive conduct at the same location, the manager will suspend the member’s library privileges for a period from 30 days to six months depending on the nature of the violation.
2. If the member violates the terms of the suspension, staff or security will request assistance of the local authorities to remove the member from the premises for trespassing.
3. As an alternative to suspension of a juvenile, the manager may restrict a juvenile from independent use of a specified library for a period from 30 days to six months. The juvenile whose library use is restricted may use the library during the specified period when accompanied by a responsible parent or guardian. The juvenile’s parent or guardian will be notified via certified mail of any restriction greater than one day. Failure to abide by the restriction may lead to suspending the juvenile from local library services.
4. The library manager will document the incident for senior manager review. The senior manager is responsible for communicating Step IV incidents to all relevant departments.

**Step V– Bar All Library Privileges System Wide**

1. Only the Executive Director or his/her designee may bar a member from all library privileges system wide.
2. When member behavior has escalated beyond Step IV, a library manager in agreement with a senior manager will make a recommendation to bar the member from all library privileges system wide for a time deemed appropriate by the Executive Director or his/her designee.
3. Appropriate legal action will be pursued at the discretion of the executive director or his/her designee.

**Guidelines for Handling Unattended Items**

To ensure a consistent experience for members visiting more than one library, the following guidelines are recommended for handling items that are left unattended:

* Valuable items such as electronics (phones, game systems, laptops/tablets and accessories) or items containing personal information (wallets, purses or similar) will be held in a secure location for at least 48 hours and then turned over to the local authorities.
* Fabric items or anything that could be at risk of infestation (clothing, bags, bedrolls, blankets) will be sealed in plastic bags and kept for at least two weeks and then disposed of at the discretion of the location. Items that are clearly infested with bugs, offensive in odor or could reasonably spoil or mold or pose a health-related exposure will be bagged and disposed of immediately.
* Items that do not fall within the prior two descriptions and are not a danger for pests will be kept for at least 2 weeks and then disposed of at the discretion of the location.

**Guidelines for Food and Drink in the Library**

Food and drink is to be addressed when it results in a disruption of library services and will follow the same procedures as any other Rules of Conduct violation.