

APPENDIX A GARDEN CITY LIBRARY DISRUPTIVE BEHAVIOR POLICY & PROCEDURE

POLICY STATEMENT To the best of their ability, Library staff has the responsibility to maintain order in the Library. From time to time, the staff may have to deal with patrons who violate the rights of others or who create disorder in the Library. When and if such incidents occur, the staff shall take the following actions:

Emergency Situations

An emergency situation can be defined as any in which a patron's actions present an imminent danger to the life or safety of self or others. Such incidents include threatened, attempted, or actual assaults and other crimes of violence. Any staff member who observes or receives a report of such behavior should call the police immediately. Any witnesses should be asked to remain in order to complete the police investigation.

Theft and Vandalism

When a staff member observes or receives a report of a patron attempting to steal or to maliciously destroy Library property, the staff member should report the incident to Library management immediately. If there is reasonable cause to believe that a patron has actually stolen or vandalized Library property, the incident should be reported to Library management and the police should be called. The Library will prosecute anyone who steals or maliciously destroys Library property. Refer to Idaho Code §18-7001, §18-24

Disruptive Behavior

Patrons shall be engaged in activities associated with the use of a public library while in the building. These activities include reading, studying, and research, using Library materials and computers, or participating in Library programs.

Patrons shall respect the rights of others and shall not harass or annoy others through noisy or boisterous activities, staring at another person that causes that person to feel uncomfortable, by playing audio equipment so that others can hear it, by singing or talking to others loudly, by verbally or physically abusing staff/ patrons or by behaving in a manner which disturbs others.

When a patron willfully and purposefully disturbs others or is behaving in an inappropriate way, a staff member or Library management will approach the patron, explain Library policy, and ask him/her to stop the disruptive behavior. If the disruptive behavior continues, Library management will tell the patron to stop the behavior or leave the Library. If the problem persists and the patron refuses to leave, the police will be called. If at any time during this process the patron becomes dangerous, the police shall be called immediately. An Incident Report needs to be filed after any such occurrence with a patron. (10-03-05, reviewed 8-13-08, 8-5-09)