

AR 9501 - Patron Violation Procedures

Purpose

The purpose of the administrative regulation is to cultivate organizational efficiency with procedures that ensure effectiveness. For efficiency, the Hammond Public Library (*Library*) is responsible for developing consistent guidelines for adequate service operations. These guidelines identify the necessary procedures that address problem behavior on behalf of the patron.

The Board of Trustees (*Board*) is responsible for determining the appropriate guidelines and rules for public behavior that are necessary to protect the rights of the individual using *Library* property, material and services. In accordance with Board Policy (BP) 8030 – Patron Behavior Policy, determining appropriate rules for behavior is essential to protecting the rights of individuals that use the *Library* including the safety and preservation of its material. It is the expectation of the administration that patrons adhere to these guidelines. Per recommendation of the administration it is highly recommended for safety and comfort that during the library visit, a responsible adult or caregiver accompanies children.

Problem Behavior Defined

The *Library* defines problem behavior as any disruptive action that interferes with the rights and safety of another individual that uses resources, services; or interferes with the safety or work of staff. The *Library* reserves the right to eject or refuse further admission to said individuals who display inappropriate or threatening behavior; actions that violate the rights of staff or the patron; or create disorder on library property.

Extreme Behavior

Expressed or implied behavior includes threats that interfere with the health or personal safety of an individual, or *Library* property; property that belongs to another individual on *Library* premises; which cause reasonable apprehension; or fear that harm or endangerment exists. The list of actions when engaged are considered examples of extreme behavior; but is not limited to the following:

- 1) Aggression, hostility or violence;
- 2) Threats or any other endangering behavior that peril others;
- 3) Pilfering, stealing or theft; and
- 4) Illegal activity executed on *Library* property

Examples of Other Inappropriate Behavior and Conduct

The list of actions when engaged are considered inappropriate behavior; but is not limited to:

- 1) Neglecting to provide proper child supervision
- 2) Loitering on *Library* premises (Non-use of services or programs for intended *Library* purposes)
- 3) Being a nuisance to other patrons or staff
- 4) Sleeping
- 5) Smoking
- 6) Eating and drinking in non-designated eating and drinking areas
 - a) Having food or open beverages
- 7) Fighting
- 8) Gambling / Begging / Panhandling
- 9) Voyeurism / Public indecency
- 10) Sexual acts or unwanted sexual advances, Prostitution
- 11) Failure to wear shoes that cover feet or clothing covering upper torso area
- 12) Display pervasive odors that interfere with staff or patrons
- 13) Molestation
- 14) Solicitation for unlawful purposes

Examples of Other Inappropriate Behavior and Conduct (Continued)

- 15) Use of abusive, obscene, profane or threatening language:
 - a) Loud, disruptive conversations;
 - b) Loudly talking on a cellular telephone; and
 - c) Talking loud on cellular telephone in a non-designated telephone use area
- 16) Public intoxication and the possession of alcohol or illegal drugs
- 17) Vandalism and misuse of public access computers and electronic resources:
 - a) Inappropriate use of library material or furniture
- 18) Violation of any such federal, state or local law including codes and city ordinances

Procedures for Addressing Minor Violations

Under these circumstances, staff address minor incidents that regard conduct in the following way; and:

- 1) *Library* staff are required to engage by calmly approaching the individual;
- 2) When initiating the oral warning, staff must be civil and courteous;
- 3) For recordkeeping purposes, staff determines the patron's identity and current address; and:
 - a) The disgruntled patron may not provide personal information (i.e., name, address);
 - b) Staff clearly informs the patron of observed and the expected compliance
- 4) If the patron fails to comply and the behavior continues after the oral warning, staff should request the assistance of security personnel; and:
 - a) Follow these procedures prior to the second warning;
- 5) Upon the third violation, the patron is removed for the remainder of the business day; and:
 - a) In efforts to follow through, the Person In-Charge is accompanied by security personnel when approaching the patron;
 - b) Both staff persons are required to inform the patron of the decision that terminates library privileges; and
 - c) Patron receives an explanation for removal based on the behavior with the understanding to return to the facility on the next business day
- 6) Upon resolving the incident, staff involved during dismissal are required to complete the Administrative Regulation (AR) 9500.2 Incident Report form;
- 7) When the incidents involve complaints regarding special attention (e.g., personal hygiene) or behavior considered unacceptable, public service staff must contact a manager; and
 - a) The department manager and security personnel are required to approach the patron:
 - i. During the incident and in the absence of the department manager, the designated Person In-Charge is contacted for assistance; and
 - b) Library staff are required to select a visible, private area is selected for discussion

Incidents that Require Immediate Attention

Some incidents regarding patron behavior are deemed more serious and require immediate attention; and:

- 1) As a manner of respect, the patron is escorted by security personnel, department manager or Person In-Charge, to a private but visible area to discuss the violation;
- 2) Unacceptable patron behavior includes, but is not limited to:
 - a) Disrespectful behavior;
 - b) Multiple, repeated minor offenses; and
 - c) AR 5701 - Violation of Guidelines for Public Computing Resources
- 3) The security guard and Person In-Charge are to address unacceptable behavior with the patron;
- 4) The patron is informed what their unacceptable behavior is, and they are asked to leave the library premises;
- 5) Any scheduled patron activity during the period of suspension is cancelled (i.e., Computer or Room Reservation, Program Registration);

Terms of Dismissal and Readmission

Repeated action and a sequence of events relative to improper behavior may result in the following outcome:

- **First Violation** - Patron Dismissed from the premises until the next business day
- **Second Violation** - Continued Inappropriate Behavior / **7**-Day Dismissal / Admission based on Director Meeting
- **Third Violation** - Excessive Misconduct / **30**-Day Dismissal / Admission based on Director Meeting
- **Fourth Violation** - Habitual Behavior / **60**-Day Dismissal / Admission based on results of the Trustees Meeting

Extreme Incidents and the No Trespass Order

In some instances, problem behavior may be considered extreme that justifies immediate contact with the Hammond Police Department; and:

- 1) The patron, in the accompaniment of the security office, a manager, and a police officer is escorted to the designated HPL Police Room to discuss the violation and issued the *No Trespass Order*,
 - a) Library privileges are immediately suspended (e.g., Material Check-Out, Computer Use, Meeting and Study Room Use)
- 2) The patron may not return to the property unless the *Board* vote to lift the *No Trespass Order*, and
- 3) Following the event, the involved staff or those witnessing the incident are required to complete the AR 9500.2 regarding the violation:
 - a) Corresponding AR 9500.2 documents are forwarded and maintained by Administrative Services
- 4) Repeat offenders that continue violating procedures or those who refuse to leave the premises are subject to the following:
 - a) Direct violation of the BP 8030 - Patron Behavioral Policy;
 - b) Arrested and charged with *Criminal Trespass*; and
 - c) Prosecuted to the fullest extent per Indiana criminal trespass laws

SEE ALSO:

BP 4112 - Pandemic Policy
AR 1020 - Person In-Charge

BP 8030 - Patron Behavior Policy
AR 9500 - Problem Situations

BP 5307 - Internet Safety and Computing Resources Policy
AR 9500.2 - Incident Report