

BP 8030 - Patron Behavior Policy

Purpose

The mission of the Hammond Public Library (*Library*) is to provide free and equal access to information, knowledge, and independent learning. We encourage our patrons to use the facility as a place of study and inquiry, and the Board of Trustees (*Board*) welcomes program participation. Behavior standards are provided to foster a welcoming and safe environment. The following guidelines for behavior and conduct are essential to the acknowledgement, appreciation and respect for other individuals who use *Library* facilities.

Responsibility of the Trustees

The *Board* is responsible for determining the appropriate *Library* guidelines and rules for public behavior that are necessary to protect the rights of the individual using *Library* property, material and services. The guidelines are established to support the rights of employees and volunteers when conducting *Library* business without interference; to preserve material and facilities from harm; and to ensure the personal safety of patrons, employees and volunteers.

As an awareness, the administration prominently displays and posts Board Policy (BP) 8030 - Patron Behavior Policy and its rules regarding inappropriate behavior and conduct in various public areas. It is the expectation of the administration that all visiting patrons adhere to the Patron Behavior Policy. During the library visit for the purposes of safety and comfort, a responsible adult or caregiver should accompany 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.

Consequences of Problem Behavior

Individuals who violate Administrative Regulations (AR) 9501 - Patron Violation Procedures regarding behavior are removed from the library and subject to suspended privileges. When appropriate, said individuals are subject to the following; and:

- 1) Repeat violators and / or those who refuse to vacate the premises are subject to arrest per Indiana criminal trespass laws and prosecution; and
- 2) AR 9500.2 - Incident Report form regarding violations are prepared and forwarded to the administration

Disorderly Conduct

The *Library* reserves the legal right to eject or refuse further admission (until such time as the *Board* meeting) to those individuals who display inappropriate or threatening behavior; actions that violate the rights of staff or patron; or create disorder on *Library* property; including, but are not limited to the following:

- 1) Situation in which an individual presents imminent danger or harm to the safety of another individual, or;
- 2) Situation in which an individual is observed in an effort or attempt to steal *Library* property; and:
 - a) Including the act of pilfering from another patron or staff
- 3) Situation in which an individual demonstrates malicious intent to destroy *Library* property, or;
- 4) Situation in which an individual willfully or purposefully disturbs patrons and staff; or
 - a) Behavior is in any way disruptive to the legitimate use of *Library* services and its facilities;
- 5) Situation in which the behavior and / or conduct of an individual is damaging, harmful, threatening or endangering;
- 6) Situation in which the behavior of an individual is deemed inappropriate for *Library* use or service including its building and grounds for the *Library's* legally constituted purposes

Examples of 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
- 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

Threatening Behavior

The *Library* defines hostile behavior as an expressed or implied threat that interferes with the health or safety of an individual; or with *Library* property; or property that belongs to another individual on *Library* premises, which causes reasonable apprehension or fear that harm or injury may occur. Some examples of the behavior include, but is not limited to:

- 1) Direct or indirect threats of harm or injury;
- 2) Words or gestures that subject and create reasonable fear of physical harm, injury or endangerment;
- 3) Prolonged or frequent shouting including use of profane language that creates reasonable fear of harm or injury; and
- 4) Failure to comply with the required public health matters including the BP 4112 - Pandemic Policy and its guidelines (e.g., facial mask requirements, social distance practices)

Public Access Computer Use and Their Standards

Acceptable practices and standards for public access computer use and other resources are posted on the web page (<http://www.hammond.lib.in.us/assets/board-policies.pdf>). For the purpose of public review, this document is accessible at the Information Services and Youth Services desks.

SEE ALSO:

BP 4112 Pandemic Policy
AR 5703 Children and the Internet

BP 5307 Internet Safety And Computing Resources
AR 5707 Wireless Access

AR 5701 Guidelines For Public Computing Resources
AR 9501 Patron Violation Procedures