

General Guidelines

It is the behavior that is the problem, not the person. Our library's goal is to treat each person as valuable. It is possible to set boundaries and to be authoritative while still being respectful to the person.

If possible, acknowledge that the activity is not wrong in all situations, but it is not appropriate for a library.

Examples of This Concept

1. Talking with friends and laughing enthusiastically can be a healthy activity, but the library is not the place for it because loud, constant noise makes people not want to come to the library. Preventing people from using library services is not acceptable.
2. Swearing can be culturally acceptable, but enough people consider it offensive that when people swear in the library, other people refuse to come to the library. This means that swearing in the library prevents others from using library services. Preventing people from using library services is not acceptable.
3. Sharing videos with friends can be a good way to have fun together, but allowing others outside your group to hear the sound creates a distracting, chaotic environment that prevents people from coming to the library. Preventing people from using library services is not acceptable.

Videos are different from conversations because in a conversation in a public place, other people can join in. It is harder for an outsider to join a video-watching session because it is people interacting with a machine, not other people. Psychologically, the dynamics of a conversation are very different from the dynamics of a group watching a video. Watching videos is more of a closed activity; talking is a more open activity.

4. Crawling under and over obstacles, dribbling a basketball, or chasing each other can be healthy physical activities, but they are appropriate for a park or gym, not a library. These activities can damage the facility and create a loud, chaotic environment that prevents people from coming to the library. Preventing people from using library services is not acceptable.

It is up to your judgement if you ban an individual or the entire group, but be consistent. Watch for patterns where you are harder on one person or group than you are on others. Be very careful to treat the people you like the same as the people who annoy you.

It is up to your judgement if a situation is severe enough to increase the ban. For everything other than a single-day ban, document the incident in the Incident Report Log. Dewey > Incident Reports

In cases of disrespect, increase the ban according to the severity of the situation.

If you call the Sheriff's Department, complete an Incident Report. Let Jill know the next time she is in, or sooner if the situation warrants it. See Dewey > Incident Reports for examples of how to label incident reports.

For bans longer than two days, confer with Madison.

For bans longer than a week, confer with Jill, if at all possible. If she is unavailable, confer with Madison.

Address the situation in the moment. If at all possible, give bans on the same day as the incident.

For patrons that improve their behavior, then regress after some months, confer with Jill.

For bans longer than two days, it is essential that we have documented reasons for issuing the ban. This is why we have the Incident Report Log.

Specifics Steps

1st Incident Ever or Occasional Infraction: Tell the patron the expectations.

"In the library, we ask that you..."

Record a Behavior Addressed on the Stat Sheet.

1st Incident of the Day, Repeat Offender or More Serious Infraction: Tell the patron the expectations.

"If you want to be in the library, you need to... If you continue to ..., you will be asked to leave."

Record a Behavior Addressed on the Stat Sheet.

2nd Incident of the Day, Including Different Behavior: Enforce the boundary.

"You were told that if you want to be in the library, you need to... You are still being disruptive, so it's time for you to leave for the rest of the day."

Record a Behavior Addressed on the Stat Sheet.

Record on the Incident Report Log. Be sure to include the date, time, and area of the library in case Jill needs to check the cameras.

2nd Incident: Enforce the boundary, increasing the consequence.

"You've been told that if you want to be in the library, you need to... You are still being disruptive, so it's time for you to leave. You are not permitted on library property, including outside, until ..."

Allow back after two business days, not counting Saturday.

If on a Monday, allow back on Thursday.

If on Tuesday, allow back on Friday.

If on Wednesday, allow back on Monday.

If on Thursday, allow back on Tuesday.

If on Friday, allow back on Wednesday.

Record a Behavior Addressed on the Stat Sheet.

Record on the Incident Report Log. Be sure to include the date, time, and area of the library in case Jill needs to check the cameras.

3rd Incident: Enforce the boundary, increasing the consequence.

“You’ve been told that if you want to be in the library, you need to... You are still being disruptive, so it’s time for you to leave. You are not permitted on library property, including outside, until ...”

Allow back after one week.

If on a Monday, allow back the following Monday.

If on Tuesday, allow back the following Tuesday.

Etc.

Record a Behavior Addressed on the Stat Sheet.

Record on the Incident Report Log. Be sure to include the date, time, and area of the library in case Jill needs to check the cameras.

4th Incident: Enforce the boundary, increasing the consequence.

“You’ve been told that if you want to be in the library, you need to... You are still being disruptive, so it’s time for you to leave. You are not permitted on library property, including outside, until ...”

Allow back after on the first after the next full month.

If on October 22, allow back on December 1.

If on July 2, allow back on August 1.

If on May 14, allow back on July 1.

Etc.

Record a Behavior Addressed on the Stat Sheet.

Record on the Incident Report Log. Be sure to include the date, time, and area of the library in case Jill needs to check the cameras.

Create an incident report.

If possible, give the patron a No Trespass notice. (See Jill.) Ideally, a deputy would be present to give the one-month ban.

Repeat Incident After 1-Month Ban: Six-month ban.

Confer with Jill.

Give patron a No Trespass notice. Ideally, a deputy would be present for this.

Record a Behavior Addressed on the Stat Sheet.

Record on the Incident Report Log. Be sure to include the date, time, and area of the library in case Jill needs to check the cameras.

Create an incident report.

Repeat Incident After 6-Month Ban: 1-year ban.

Confer with Jill.

Ask for a deputy to be present to give a No Trespass notice.

Record a Behavior Addressed on the Stat Sheet.

Record on the Incident Report Log. Be sure to include the date, time, and area of the library in case Jill needs to check the cameras.

Create an incident report.