

Safety Policy Wood Library

No person shall engage in inappropriate conduct on the premises of Wood Library or when participating in library programs. "Library premises" include the interior of the library's facility, sidewalks, library parking area and lawn.

Inappropriate conduct shall include any individual or group activity that is disruptive to other persons who are lawfully using the library premises or any behavior otherwise inconsistent with the activities normally associated with a public library. In general, behavior that violates the law, behavior that interferes with the use and enjoyment of the library by others, and behavior that interferes with library employees in the performance of their duties is prohibited.

Library users are required to observe the Patron Code of Conduct and all rules and policies governing the use of Wood Library. If a person defies an order personally communicated by an authorized library employee not to enter the library or not to remain in the library for failure to comply with the library's rules or policies, said person is subject to arrest for trespass. New library staff members who have acted on their best judgment in confronting a person will be supported.

Any staff member who observes or receives complaints of inappropriate behavior may:

- Handle the problem directly with the patron. Staff should use judgment as to whether the situation requires assistance from another staff member.
- Call for police support immediately if the situation appears to be potentially violent or an emergency.
- Ask the senior staff person present to assess the situation and make a decision as to how it should be handled. If no senior staff person is available, the Reference Desk Assistant will be called upon.

Decide to contact the police if the offending person(s) will not conform to the Patron Code of Conduct and the request of the staff to do so.

In all cases, the supervising staff person who is present should be kept informed of the situation and should oversee the documentation of the situation as well as its satisfactory resolution.

Incident reports should be filed in all cases when it is necessary to confront someone who is involved in violation of the Patron Code of Conduct or engaging in any other inappropriate behavior.

Incident reports will be used to document security or safety issues as well as to monitor on-going problems on library property. They should be filled out as completely as possible and should include any information that might be helpful to resolve the situation.

INAPPROPRIATE CONDUCT – MINOR VIOLATIONS

Staff members are empowered to determine the severity of the violations that they observe. If a violation is considered “minor” – i.e. if there is no immediate threat of damage to the library’s facility, collection or furnishings, or danger to staff or patrons– the following steps will be taken:

- Serve a patron with one warning, either verbally or in writing, and hand patron the Patron Code of Conduct pamphlet, to notify him/her that he/she is in violation.
- If the person persists with the behavior for which he/she has been notified, he/she will be asked to leave the premises. If the person leaves as asked, he or she will be banned from the premises for the rest of the day. A staff person may extend the ban up to a week, if the situation warrants. The person should be verbally notified at the time of his/her ejection from the library and all staff should receive written notice of the situation.
- If the person does not comply with the request to leave the premises, the police will be called. If this step is necessary, the incident becomes a major violation and the offending person will be banned from the library for thirty (30) days per procedures below.
- In any case, an incident report must be filed describing the situation and any staff actions that have been taken.

INAPPROPRIATE CONDUCT – MAJOR VIOLATIONS

If a staff member observes a person involved in a significantly serious violation of library rules, he or she will proceed as follows. A “significantly serious violation” of the Rules of Conduct may include– but is not limited to – theft, vandalism, harassment, threats, criminal activity, or violent or dangerously reckless behavior.

- The patron may be banned from the library premises for a period of thirty (30) days to six (6) months at the discretion of the Library Director, depending on the nature of the offense, the extent of damage or disruption that was caused, and the history of prior violations.
- An incident report must be filed with all pertinent information.

A patron may be banned from the library premises under the circumstances described above.

If a patron commits a serious violation and banning of thirty (30) days or more is being considered, the following procedures will be followed:

1. The Library Director will review the incident report as well as interview any staff members who were involved with the situation.

2. The Director, or the staff person designated to act on the part of the Director in his/her absence, will provide a written decision regarding the banning within one (1) business day of the violation.

3. The written decision will set forth the period during which the patron will be banned from the library and will specify the reasons for the determination. The patron may be banned for a serious violation for thirty (30) days up to six (6) months.

4. The patron and all staff will be notified in writing of the reasons for and the length of banning. A copy will also be sent to the City of Canandaigua Police Department Office and the Library Board President.

5. The Director may review or reconsider the decision and may shorten or terminate the banning period if information submitted by the patron or staff merits such modification. If such a decision is made, both the staff and the patron will be notified in writing.

Any person who persists in violating the Patron Code of Conduct – including what may be considered a minor offense – may be considered to be subject to extended banning of thirty (30) days or more as deemed appropriate by the Director. The same procedures for extended banning of thirty (30) days or more described above will be followed.

Any person who enters or remains on library premises after having been notified of a period of banning by an authorized individual will be subject to arrest and prosecution for trespassing. This may be considered to be grounds for permanent banning of the individual.

In the event that a person regains access to the library after a major violation and banning -- and then repeats that activity, he or she may be permanently banned from the library premises.

1. The Library Director and Library Board will review the incident report and staff statements at the next Library Board meeting.

2. After discussion with the Library Board, the Director will provide a written decision regarding the permanent banning as soon as possible after the repeat offense.

3. The written decision will state that the patron will be permanently banned from the library and will specify the reasons for the determination.

4. The patron and all staff will be notified in writing of the permanent banning. A copy will also be sent to the City of Canandaigua Police Department and the Library Board President.