

# **Security Policies & Procedures for Patron Offenses**

PATCHOGUE-MEDFORD LIBRARY

Approved by the Board of Trustees January 17, 2024; revised April 21, 2026.

## Contents

Purpose .....	2
Patron Behavior Rules.....	3
Warnings & Bans.....	4
Right to Appeal.....	4
Specific Patron Offenses .....	5
Alcohol and Drugs .....	5
Angry Customers.....	6
Animals in the Library .....	7
Disturbing Other’s Use of the Library (including Cell Phones).....	7
Fighting .....	8
Filming/Picture Taking .....	9
Food or Drink .....	9
Loitering/Sleeping.....	10
Odor Problems .....	10
Panhandling or Soliciting On Library Premises .....	11
Preaching/Proselytizing .....	11
Petitioning/Canvassing/Distributing Materials.....	12
Sexual Misconduct .....	12
A. Pornography .....	12
B. Indecent Exposure .....	13
C. Sexual Harassment by Library Customer .....	13
Smoking.....	14
Swearing/Profanity .....	15
Theft/Vandalism .....	16
Threatening Behavior/Assault .....	16
Trespassing.....	17
Weapons .....	17

## Purpose

Security and safety are everyone's job. The policies and procedures set forth in this manual serve two purposes: 1) to help Library employees navigate the unique and often nuanced situations that arise in a public library setting, and 2) to outline the progressive discipline procedures that will be applied to specific patron offenses.

The most important tools at your disposal are your ability to de-escalate difficult situations, maintain composure under pressure, and communicate with the public in a calm, professional manner. When addressing patrons, always frame corrections around the policy – not the person. For example:

- ✓ *"Smoking is not permitted in the Library."*
- ✗ *"You cannot smoke in the Library."*

This small distinction keeps interactions objective, reduces defensiveness, and reflects the professionalism this role demands.

The warnings and bans outlined in this Security Policies & Procedures Manual are guidelines. The Patchogue-Medford Library expressly reserves the right to impose greater or lesser penalties at its sole discretion, based on the specific circumstances of each situation.

## Patron Behavior Rules

In order to maintain a safe and welcoming environment for reading, learning and other Library activities, The Patchogue-Medford Library requires all visitors, including children and teens, to comply with our General Policies and Rules. The Library Board of Trustees has established procedures and rules, in accordance with Section 262 of the Education Law of the State of New York, by which patrons and visitors may enjoy the Library's facilities and services. Copies of the Rules of Conduct are posted in the building and are available on the Library's website at [pmlib.org](http://pmlib.org) or by request.

*Please note, Library staff and security may ask patrons to show their library card or other ID.*

The Library Director or the Director's designee shall be responsible for the enforcement of these Rules of Conduct. Unacceptable behavior on the part of the Library user can result in loss of Library privileges. Depending on the severity of the violation, the Library will institute discipline ranging from a verbal warning, through requiring the Library user to leave the Library premises to denial of specific privileges, such as use of Library computers and/or denial of the right to use the Library for a specified time period.

Patrons not engaged in activities associated with the use of a public library such as reading, studying, using library materials or equipment or attending programs may be asked to leave the premises. Engaging in conduct that disrupts or interferes with the normal operation of the Library, or that disturbs Library visitors or staff, is not permitted. Patrons are expected to observe rules of common courtesy. Patrons who are not courteous to others will be asked to stop the discourteous behavior or to leave the Library premises.

The following non-exhaustive list of disruptive conduct is prohibited at the Library:

1. Smoking, vaping or other use of tobacco or marijuana.
2. Engaging in loud, abusive, or threatening language or gestures.
3. Fighting, including pretend fighting, on Library premises.
4. Engaging in sexual conduct or indecent behavior.
5. Using, possessing, selling or appearing under the influence of alcohol or illegal drugs.
6. Creating unreasonable noise such as loud, boisterous talking or using personal electronic equipment with or without headphones at a volume that is audible to others.
7. Loitering, congregating, and hanging around.
8. Rearranging furniture or sitting more than one person per chair.
9. Defacing or destroying library material or property.
10. Consuming food or drink outside of designated areas.
11. Arguing, propagandizing, proselytizing or preaching.
12. Soliciting, petitioning, canvassing, distributing materials, selling merchandise, or using the library for business purposes.
13. Carrying weapons or weapon-like items.
14. Using cell phones in other than designated areas.
15. Odor that interferes with others use of the Library.
16. Bringing animals, other than service animals, inside the Library.
17. Lying down or sleeping in the Library or at Library entrances.
18. Using Library restrooms for bathing, shaving, washing hair, or other matters of personal hygiene.

19. Using another person's library card for any reason is expressly forbidden, unless formally authorized by the Library.
20. Being on Library premises without footwear or clothing.
21. Photographing, filming or recording other customers or staff without their consent.
22. Committing or attempting to commit any activity that constitutes a violation of any federal, state, or local statute or ordinance.

The disruptive conduct listed above does not address all specific prohibited behaviors and the list is non-exhaustive. Prohibited behaviors are those that, in the assessment of the Library staff, impair the safe, welcoming and effective use of the Library and its shared resources. The Library reserves the right to determine when behavior is considered prohibited and amend this policy at any time.

### Warnings & Bans

Guards are responsible for:

1. Clearly explaining library policy/Public Behavior Rules to patrons.
2. Providing verbal warnings.
3. Documenting all offenses with incident reports.

Administration is responsible for:

1. Checking previous incident reports and determining suspensions.
2. Notifying patrons in writing of formal warnings and bans. If the patron is a minor, letters are sent to the parent/guardian.

### Right to Appeal

Each person shall have the right to submit a written notice of appeal to the Board of Trustees within thirty (30) days of any action taken by the Library Director, which suspends borrowing privileges or revokes the right to enter the Library premises.

## Specific Patron Offenses

### Alcohol and Drugs

**POLICY:** Using, possessing, selling or appearing under the influence of alcohol or illegal drugs is prohibited on Library property.

**PROCEDURE:**

1. If you observe anyone using, possessing, selling or appearing under the influence of alcohol or drugs, immediately report the situation to security.
2. If security determines that there is a reasonable suspicion that the customer is under the influence of drugs or alcohol, ask them to leave for the rest of the day and ensure that they leave the building.
3. If the individual is not cooperative, appears incapable of complying or is doing something illegal, such as selling drugs, call the police.
4. If an overdose is suspected, call 911 for an ambulance. Security or another staff member may choose to administer aid, acting as a "Good Samaritan." Narcan is stocked with the AEDS.
5. File an incident report.

**HOW TO SAY IT SUGGESTIONS...**

*Use their name (if known).*

*Being under the influence of either alcohol or drugs is not permitted in the Library. I have to ask you to leave for the rest of the day.*

**WARNINGS AND BANS:**

**Intoxication:**

ADULTS	MINORS
1 <sup>st</sup> offense: policy explained/verbal warning 2 <sup>nd</sup> offense: three-month ban 3 <sup>rd</sup> offense- six-month ban 4 <sup>th</sup> offense: one-year ban	1 <sup>st</sup> offense: warning letter 2 <sup>nd</sup> offense: three-month ban 3 <sup>rd</sup> offense: six-month ban 4 <sup>th</sup> offense: one-year ban

**Purchasing Drugs:**

ADULTS	MINORS
1 <sup>st</sup> offense: Three-month ban 2 <sup>nd</sup> offense: Six-month ban 3 <sup>rd</sup> offense: One-year ban	1 <sup>st</sup> offense: one-month ban 2 <sup>nd</sup> offense: three-month ban 3 <sup>rd</sup> offense: six-month ban 4 <sup>th</sup> offense: one-year ban

## Selling Drugs:

ADULTS	MINORS
1 <sup>st</sup> offense: One-year ban	1 <sup>st</sup> offense: Six-month ban 2 <sup>rd</sup> offense: One-year ban

## Angry Customers

POLICY: Patrons are expected to observe rules of common courtesy. Patrons who are not courteous to others will be asked to stop the discourteous behavior or leave Library premises.

### PROCEDURE:

1. Do not take the anger personally. Try to de-escalate the situation by:
  - a. Introducing yourself
  - b. Giving full attention, listening without interrupting and making eye contact.
  - c. Conveying sadness in your voice or otherwise empathizing.
  - d. Assuring the patron that you want to help them but need a few moments in order to assist.
2. If the customer does not calm down, call over a supervisor, Librarian in Charge or security for support and assistance.
3. If the situation cannot be de-escalated successfully, security should ask the patron to leave for the day and ensure that the patron leaves the building.
4. If patron refuses to leave, call the police.
5. Security or Librarian in Charge should file an incident report.
6. Staff members who handle the incident should email their supervisor to make them aware of the difficult customer. If supervisors receive multiple notifications of a patron being difficult, file an incident report.

### HOW TO SAY IT SUGGESTIONS...

*I hear this is a frustrating situation for you. I'm sure we can work together and find a solution. How do you think can we resolve this problem?*

*I can see this situation is upsetting to you. I would love to talk to you about it, but first I need you to lower your voice.*

### IF INAPPROPRIATE BEHAVIOR CONTINUES:

*I hear that you're angry but I need you to lower your voice so that we can continue working together on this, otherwise it may be better if you came back another day.*

### WARNINGS AND BANS:

ADULTS	MINORS
1 <sup>st</sup> offense: policy explained/verbal warning	1 <sup>st</sup> offense: policy explained/verbal warning

2 <sup>nd</sup> offense: warning letter	2 <sup>nd</sup> offense: warning letter
3 <sup>rd</sup> offense: one-month ban	3 <sup>rd</sup> offense: one-month ban
4 <sup>th</sup> offense- three-month ban	4 <sup>th</sup> offense: three-month ban
5 <sup>th</sup> offense: six-month ban	5 <sup>th</sup> offense: six-month ban
6 <sup>th</sup> offense: one-year ban	6 <sup>th</sup> offense: one-year ban

### Animals in the Library

POLICY: Only service animals are permitted in the Library. Animals may not be left unattended on Library property.

#### PROCEDURE:

1. If you see an animal in the Library, advise the patron that only service animals are allowed.
2. If the patron says the animal is a service animal or emotional support animal, leave it alone.
3. If the animal is not a service animal, politely tell the customer that the animal cannot be in the library. If they are just picking up items, let them do so and then leave.
4. If the service/emotional support animal begins to bark/growl, be disruptive and the handler does not take effective action to control it, ask them to leave the Library. If the customer refuses to remove the animal, call over security. If you are security, call the police.
5. Security should file an incident report when animals misbehave or for repeat offenders.
6. If an unattended animal is left in the Library or on Library property, animal control should be called and an incident report filed.

#### HOW TO SAY IT SUGGESTIONS...

*I'm sorry but we only allow service animals in the library or you may not be aware but animals are not allowed in the library.*

*While patron are entitled to bring a service animal into the Library, service animals are required to be under the control of the handler at all times.*

### Disturbing Other's Use of the Library (including Cell Phones)

POLICY: Engaging in conduct that disrupts or interferes with the normal operation of the Library, or that disturbs Library visitors or staff is not permitted. This includes creating unreasonable noise such as loud, boisterous talking or using personal electronic equipment with or without headphones at a volume that is audible to others.

Cell phone usage should be respectful of others' need for quiet. Ringers should be on vibrate, no speakerphone, conversations should be conducted away from study, research, and service areas. Extended conversations should be taken to entry ways/lobbies.

#### PROCEDURE:

1. If someone's behavior is bothering another customer, please be specific and advise patron what exactly the issue is. For example, if you see a patron talking on the phone at a volume that is disturbing to others, point out that they are disturbing other customers

- and ask them to lower their voice, make it quick, get off speakerphone, advise patron that they can talk more freely in the vestibule or downstairs lobby etc.
2. If patron does not comply, notify security who will warn the patron that if the behavior continues, they will have to ask them to leave. Security will ensure they leave the building.
  3. If they refuse to leave, call the police.
  4. File an incident report.

**HOW TO SAY IT SUGGESTIONS...**

*You may not be aware but \_\_\_\_\_ is bothering other customers. Could you please \_\_\_\_\_.*

**WARNINGS AND BANS:**

ADULTS	MINORS
1 <sup>st</sup> offense: policy explained/verbal warning	1 <sup>st</sup> offense: policy explained/verbal warning
2 <sup>nd</sup> offense: warning letter	2 <sup>nd</sup> offense: warning letter
3 <sup>rd</sup> offense: one-month ban	3 <sup>rd</sup> offense: one-month ban
4 <sup>th</sup> offense- three-month ban	4 <sup>th</sup> offense: three-month ban
5 <sup>th</sup> offense: six-month ban	5 <sup>th</sup> offense: six-month ban
6 <sup>th</sup> offense: one-year ban	6 <sup>th</sup> offense: one-year ban

**Fighting**

**POLICY:** Fighting and pretend fighting are prohibited on library property.

**PROCEDURE:**

1. If you hear raised voices, investigate, but keep a safe distance.
2. If patrons are arguing or fighting, call security. Security should clear the area and keep staff and patrons away from the fighting and try to verbally de-escalate from a safe distance.
3. If fighting stops, patrons should be told to leave for the day. If fighting continues, call the police.
4. If necessary, evacuate the building.
5. File an incident report.

**WARNINGS AND BANS:**

ADULTS	MINORS
1 <sup>st</sup> offense: one-month ban	1 <sup>st</sup> offense: warning letter
2 <sup>nd</sup> offense: three-month ban	2 <sup>nd</sup> offense: one-month ban
3 <sup>th</sup> offense: one-year ban	3 <sup>rd</sup> offense: three-month ban
	4 <sup>th</sup> offense: six-month ban

## Filming/Picture Taking

POLICY: What someone does in a public library is confidential and is protected by law in New York State. In no case may the picture taking be disruptive, invade patron privacy or interfere with library operations or public service. Picture-takers must get permission from the individuals being photographed.

### PROCEDURE:

1. If someone wants to film in the library, find out the purpose or the intent of the filming.
2. If they want to do a "first amendment audit," let them film whatever public spaces they want but advise them to avoid filming children or other customers without obtaining permission.
3. Notify security who should keep an eye on them and make sure they do not go into staff spaces or film any patrons without obtaining their permission.
4. Do not engage or answer any questions out of the ordinary.
5. Do not call the police unless the auditors go into staff spaces or are causing a disturbance.
6. Notify Administration and file an incident report.
7. If patron wants to film for another reason, they need to speak to Administration or the Librarian-in-Charge, who will ask the purpose of their filming and advise accordingly.

### HOW TO SAY IT SUGGESTIONS...

*It is your right to film, but please remember that what customers do in a public library is private and protected by law. Do not film children or other customers without obtaining their permission.*

*Please do not disturb other's usage of the Library.*

## Food or Drink

POLICY: Patrons discretely snacking on chips/candy or sipping a covered beverage should be left alone; otherwise, food or drink should be consumed in designated eating areas.

### PROCEDURE:

1. If an employee observes a patron eating more than the above, they may notify security or simply refer them to one of the designated eating areas:
  - a. Claire Siegel Art Gallery in the Main Building,
  - b. Lobby Area in the Medford Branch
  - c. Side entrance in the Teen Center.
2. If patron does not comply, notify security or the Librarian-in-Charge who will warn the patron that if the behavior continues, they will be asked to leave. Security will ensure that they leave the building.
3. If patron refuses to leave, security should call the police.
4. File incident report if patron does not comply or is a repeat offender.

## Loitering/Sleeping

POLICY: Lying down or sleeping in the Library or at library entryways is against our Public Behavior Rules. Loitering, congregating, and hanging around is not permitted.

### PROCEDURE:

1. If an employee notices a patron sleeping, they may try to wake them or notify security. Knock on the table or say excuse me in a loud voice. Try not to touch a sleeping person. *Ask them if they are feeling all right?* Then advise them that sleeping/loitering goes against the Public Behavior Rules.
2. If you cannot wake them, call an ambulance.
3. Customers not engaged in activities associated with the use of a public library should be asked the purpose of their visit to the Library and be advised of the policy. You can suggest that they read a book or magazine.
4. Check back in few minutes. If the customer is still sleeping, or not engaged in an activity associated with the Library, ask them to leave for the day. Security will ensure that they leave the building.
5. Public Safety can be called at Main or Carnegie for patrons loitering outside, 631-475-1225.
6. File an incident report

### HOW TO SAY IT SUGGESTIONS...

*If you are not going to use the library for its intended purposes, we will have to ask you to leave the premises.*

*Are you feeling all right?*

## Odor Problems

POLICY: Odor that interferes with others use of the Library is not acceptable and goes against our Patron Behavior Rules.

### PROCEDURE:

1. If patrons or staff are complaining about someone's hygiene, security, supervisor or the Librarian in Charge should talk to offending patron sensitively and as privately as possible. Have the list of places where people can get a free shower and/or clean clothes handy.
2. Explain to the patron that their odor is disrupting other's usage of the Library. Ask if they have a way to get cleaned up. If not, provide them with the list of places where they can get a free shower and/or clothes.
3. Let the individual know they will be allowed back when they are clean and free of body odor.

### HOW TO SAY IT SUGGESTIONS...

*There have been some complaints. Do you have somewhere you can go to get cleaned up? I'm sorry but I need to ask you to leave until you can get cleaned up.*

## Panhandling or Soliciting On Library Premises

**POLICY:** Asking for money, selling items or services/conducting business on library property is prohibited.

### PROCEDURE:

1. Employees who notice customers panhandling or conducting business on library property should advise the offender of library policy and ask them to stop or notify security.
2. If they approach another customer after being warned, security should advise them to leave for the day and ensure that they leave library property.
3. If they refuse to leave, security should inform the offender that the police will be called and call the police.
4. File an incident report.

### WARNINGS AND BANS:

ADULTS	MINORS
1 <sup>st</sup> offense: policy explained/verbal warning	1 <sup>st</sup> offense: policy explained/verbal warning
2 <sup>nd</sup> offense: warning letter	2 <sup>nd</sup> offense: warning letter
3 <sup>rd</sup> offense: one-month ban	3 <sup>rd</sup> offense: one-month ban
4 <sup>th</sup> offense- three-month ban	4 <sup>th</sup> offense: three-month ban
5 <sup>th</sup> offense: six-month ban	5 <sup>th</sup> offense: six-month ban
6 <sup>th</sup> offense: one-year ban	6 <sup>th</sup> offense: one-year ban

## Preaching/Proselytizing

**POLICY:** According to the Public Behavior Policy, patrons cannot preach or try to convert someone to their religion or views on library premises.

Note: It is ok for customers to otherwise have conversations about religion.

### PROCEDURE:

1. Employees who notice customers preaching or trying to convert someone may advise the offender of library policy and ask them to stop or notify security.
2. If they continue after being warned, security should advise them to leave for the day and ensure that they leave library property.
3. If they refuse to leave, security should inform the offender that the police will be called and call the police.
4. File an incident report.

### WARNINGS AND BANS:

ADULTS	MINORS
1 <sup>st</sup> offense: policy explained/verbal warning	1 <sup>st</sup> offense: policy explained/verbal warning
2 <sup>nd</sup> offense: warning letter	2 <sup>nd</sup> offense: warning letter

3 <sup>rd</sup> offense: one-month ban 4 <sup>th</sup> offense- three-month ban 5 <sup>th</sup> offense: six-month ban 6 <sup>th</sup> offense: one-year ban	3 <sup>rd</sup> offense: one-month ban 4 <sup>th</sup> offense: three-month ban 5 <sup>th</sup> offense: six-month ban 6 <sup>th</sup> offense: one-year ban
---	---

### Petitioning/Canvassing/Distributing Materials

**POLICY:** Campaigning for office; petitioning or collecting signatures; conducting interviews or surveys; or distributing materials without authorization is forbidden.

**PROCEDURE:**

1. Employees who notice customers petitioning, canvassing or distributing materials should find out what they are petitioning for and then advise the offender of library policy and ask them to stop.
2. If they continue, notify security who will advise them to leave for the day and ensure that they leave library property.
3. If they refuse to leave, security should inform the offender that the police will be called and call the police.
4. File an incident report.

**WARNINGS AND BANS:**

ADULTS	MINORS
1 <sup>st</sup> offense: policy explained/verbal warning 2 <sup>nd</sup> offense: warning letter 3 <sup>rd</sup> offense: one-month ban 4 <sup>th</sup> offense- three-month ban 5 <sup>th</sup> offense: six-month ban 6 <sup>th</sup> offense: one-year ban	1 <sup>st</sup> offense: policy explained/verbal warning 2 <sup>nd</sup> offense: warning letter 3 <sup>rd</sup> offense: one-month ban 4 <sup>th</sup> offense: three-month ban 5 <sup>th</sup> offense: six-month ban 6 <sup>th</sup> offense: one-year ban

### Sexual Misconduct

#### A. Pornography

**POLICY:** Displaying obscene material as defined in Penal Law §235.00 is illegal.

1. If you see a patron looking at obscene material, notify security.
2. Security should notify the patron that this activity is prohibited and warn them to stop.
3. If they continue displaying the problematic materials, ask them to leave for the day and ensure that patron leaves the premises.
4. If patron is viewing child pornography or their conduct otherwise constitutes a crime, call the police.
5. If they were on a public computer, ask the Public Services Desk/computer page to supply the name and barcode of the patron.
6. File an incident report.

WARNINGS AND BANS:

ADULTS	MINORS
1 <sup>st</sup> offense: warning letter 2 <sup>nd</sup> offense: Three-month ban 3 <sup>rd</sup> offense: Six-month ban 4 <sup>th</sup> offense: One-year ban	1 <sup>st</sup> offense: warning letter 2 <sup>nd</sup> offense: One-month ban 3 <sup>rd</sup> offense: Three-month ban 4 <sup>th</sup> offense: Six-month ban
If behavior constitutes a crime, one-year ban on first offense.	If behavior constitutes a crime, six-month ban on first offense.

B. Indecent Exposure

POLICY: It is against the law to engage in sexual activities in public places.

PROCEDURE:

1. If you observe someone having sex or masturbating on library property, notify security.
2. Security should tell the offender to stop and call the police.
3. If a patron reports that someone exposed themselves to them, get the customer to a safe place. Security should call the police and try to determine if the accused person is still in the library.
4. If the accused person is in still on library premises, keep an eye on them until the police arrive or they flee.
5. If victim is a minor, Librarian-In-Charge should call parent/guardian or have the minor do so in their presence.
6. If they were on a public computer, ask the Public Services Desk/computer page to supply the name and barcode of the patron.
7. File an incident report

WARNINGS AND BANS:

ADULT	MINORS
1 <sup>st</sup> offense: One-year ban	1 <sup>st</sup> offense: Three-month ban 2 <sup>nd</sup> offense: Six-month ban 3 <sup>rd</sup> offense: One-year ban

C. Sexual Harassment by Library Customer

POLICY: Sexual harassment is illegal.

Verbal Examples: sexual innuendoes, suggestive comments, jokes about sex, anatomy or gender specific traits, sexual comments, repeated requests for dates, or statements of a sexual nature about other employees or customers.

Nonverbal Examples: suggestive or insulting sounds (whistling, catcalls, smacking, or kissing noises), sexually suggestive bodily gestures, leering, or obscene gestures, visual displays such as posters, signs, or slogans of a sexual nature.

Physical Examples: touching, unwelcome hugging, or kissing, pinching, brushing the body.

**PROCEDURE:**

1. Staff being harassed or otherwise being made uncomfortable by patron comments or behavior, should advise the patron that their behavior is making them uncomfortable and tell them to stop immediately.
2. If the customer disregards your warning, notify security.
3. Security should advise the patron of the problematic behavior and warn them that if it does not stop, there will be consequences.
4. If the customer continues, security will advise them to leave for the day and ensure they leave the premises.
5. File an incident report.

**HOW TO SAY IT SUGGESTIONS...**

*Your behavior (or language) is inappropriate and it needs to stop now.*

**WARNINGS AND BANS:**

ADULTS	MINORS
1 <sup>st</sup> offense: warning letter 2 <sup>nd</sup> offense: one-month ban 3 <sup>rd</sup> offense: three-month ban 4 <sup>th</sup> offense- six-month ban 5 <sup>th</sup> offense: one-year ban	1 <sup>st</sup> offense: warning letter 2 <sup>nd</sup> offense: one-month ban 3 <sup>rd</sup> offense: three-month ban 4 <sup>th</sup> offense: six-month ban 5 <sup>th</sup> offense: one-year ban

**Smoking**

**POLICY:** Smoking, vaping or other use of tobacco or marijuana in the library or within 500 feet of Library property (100 at the Medford Branch) is not permitted.

**PROCEDURE:**

1. Employees who observe customers smoking/vaping etc., may advise patron that it is not permitted on Library premises or notify security.
2. Ask the customer to smoke outside of the building at least 500 feet away from the entrance (100 at Medford).
3. If the customer persists and refuses to leave, call the police.
4. If an excessive display of legal drugs is taking place, such as rolling a joint or cigarette, the patron should be asked to stop the behavior. If they do not comply, ask them to leave. Security will ensure that they leave the premises.
5. File an incident report.

## WARNINGS AND BANS:

ADULT	MINORS
1 <sup>st</sup> offense: policy explained/verbal warning 2 <sup>nd</sup> offense: one-month ban 3 <sup>rd</sup> offense: three-month ban 4 <sup>th</sup> offense: six-month ban 5 <sup>th</sup> offense: one-year ban	1 <sup>st</sup> offense: warning letter 2 <sup>nd</sup> offense: one-month ban 3 <sup>rd</sup> offense: three-month ban 4 <sup>th</sup> offense: six-month ban 5 <sup>th</sup> offense: one-year ban

## HOW TO SAY IT SUGGESTIONS...

*I can assure you people are not smoking pot in the library, unfortunately, the smell comes in on people's clothing.*

*Please do not roll joints in the library, chemicals may get on the tables. It is inappropriate to do that in a public library; there are many kids around*

## Swearing/Profanity

**POLICY:** It is against library policy for any individual to swear at or make degrading comments to library customers or employees. Patrons are expected to observe rules of common courtesy.

Staff members should not tolerate obscene or abusive phone calls.

## PROCEDURE:

1. Warn the patron that cursing and profanity goes against the Library's Public Behavior Rules and if they continue to use inappropriate language, they will have to leave.
2. If the customer persists in using expletives, security should tell them to leave the premises and ensure that they do so.
3. Fill out an incident report.
4. If somebody swears at you on the telephone, note the number/name via caller ID, then hang up.
5. Report it to your supervisor and/or administration who will file an incident report. Be sure to include phone number, date, time, and the message.

## HOW TO SAY IT SUGGESTIONS...

*Excuse me. Perhaps you don't realize that your conversation can be heard by others. Some people might be offended by the subject of your conversation. We would appreciate it if you would refrain from engaging in this type of conversation (or, telling dirty jokes, etc.) when in the library.*

*Perhaps you are unaware that the continued use of this particular word (phrase) can be considered inappropriate or offensive to many people. We would appreciate it if you would not continue to use that word (phrase) while in the library.*

WARNINGS AND BANS:

ADULTS	MINORS
1 <sup>st</sup> offense: policy explained/verbal warning 2 <sup>nd</sup> offense: warning letter 3 <sup>rd</sup> offense: one-month ban 4 <sup>th</sup> offense: three-month ban 5 <sup>th</sup> offense: six-month ban 6 <sup>th</sup> offense: one-year ban	1 <sup>st</sup> offense: policy explained/verbal warning 2 <sup>nd</sup> offense: warning letter 3 <sup>rd</sup> offense: one-month ban 4 <sup>th</sup> offense: three-month ban 5 <sup>th</sup> offense: six-month ban 6 <sup>th</sup> offense: one-year ban

Theft/Vandalism

POLICY: Defacing or destroying library material or property is against the law. Taking any material or property owned by the Library without properly checking it out is theft.

PROCEDURE:

1. If someone is caught stealing the personal property of anyone within the Library facility, the patron should be encouraged to call the police and file a complaint.
2. If you witness a patron damaging library property or stealing library property, advise security.
3. Security should try to obtain a name and call police if extent of theft/vandalism justifies it or ask the patron to leave for the day and ensure that they leave the premises.
4. File incident report.

WARNINGS AND BANS:

ADULT	MINORS
<i>Punishment will vary depending on the severity of the issue.</i>	

Threatening Behavior/Assault

POLICY: Threatening language or gestures are against our Public Behavior Policy and may be illegal. Threatening behavior is intentional words, actions, or behaviors such as yelling at a person, destruction of property, slamming doors, or blocking and cornering intended to instill fear of injury or harm.

PROCEDURE:

1. If confronted by a verbally aggressive or physically threatening individual, immediately create distance, move to a safe location, or place a physical barrier (desk, doorway, fixture) between yourself and the individual while maintaining a calm and non-confrontational demeanor. Do not attempt to physically intervene.
2. Contact security as soon as you can safely do so. You can always page for “ext 400” to come to your location.

3. Security should take appropriate action to mitigate, de-escalate, or isolate the situation. If a credible threat to safety exists, 911 should be notified immediately.
4. If the situation worsens or presents imminent danger, staff should activate their assigned emergency response protocol, including lockdown, shelter-in-place, or evacuation, as directed by Security or LIC.
5. File an incident report as soon as it is safe to do so.

Note: Staff should not physically engage or restrain a threatening individual unless there is no alternative to prevent imminent harm, and only if trained to do so.

**WARNINGS AND BANS:**

ADULTS	MINORS
1 <sup>st</sup> offense: One-year ban	1 <sup>st</sup> offense: Three-month ban 2 <sup>rd</sup> offense: Six-month ban 3 <sup>th</sup> offense: One-year ban

**Trespassing**

**POLICY:** When banned, patrons are advised that if they try to come back into the Library prior to the date specified, it will be considered trespassing and the police will be called.

**PROCEDURE:**

1. If you see a banned patron in the Library, notify security.
2. If it is the first time noticing a patron trespassing and they were banned for a minor infraction, security should warn them not to enter and remind them that they are banned and this is trespassing. If the command is not obeyed, call the police.
3. When the police arrive, ask for a trespassing affidavit so that the next time they come in, we can formally charge them for trespassing.
4. If it is the first time noticing a patron trespassing and they were banned for something more serious (i.e. sexual misconduct, threatening behavior), automatically call the police and ask for a trespassing affidavit so next time they come in we can formally charge them for trespassing
5. If patron already has a trespassing affidavit, call the police and charge them with trespassing.
6. Keep track of trespassing incidents in Orangeboy by filing a new incident report or adding a note to the last report on file pertaining to the patron.

**Weapons**

**POLICY:** Carrying weapons or weapon like items is not permitted on Library property. This includes firearms, knives, switchblades, box cutters or other objects held in a threatening manner.

PROCEDURE:

1. If you see anything that appears to be a weapon in someone’s hand or on their person, immediately move to a safe location and contact security as soon as you can safely do so. Provide your location and a clear description of what you observed.
2. Security and/or the Librarian-in-Charge will assess the situation and take appropriate action to mitigate, de-escalate, or isolate the threat.
3. If a credible or imminent danger exists, 911 should be notified immediately.
4. If the situation worsens or presents imminent danger, staff should activate their assigned emergency response protocol—including lockdown, shelter-in-place, or evacuation—as directed by Security or Librarian in Charge.

Note: Staff should not physically engage with or attempt to disarm any individual, unless there is no alternative to prevent imminent harm, and only if trained to do so.

WARNINGS AND BANS:

ADULTS	MINORS
1 <sup>st</sup> offense: policy explained/verbal warning	1 <sup>st</sup> offense: warning letter
2 <sup>nd</sup> offense: warning letter	2 <sup>nd</sup> offense: one-month ban
3 <sup>rd</sup> offense: three-month ban	3 <sup>rd</sup> offense: three-month ban
4 <sup>th</sup> offense: six-month ban	4 <sup>th</sup> offense: six-month ban
5 <sup>th</sup> offense: one-year ban	5 <sup>th</sup> offense: one-year ban