



Kent County Public Library Behavior Policy & Procedures

This policy recommends procedures to insure the safety and well being of patrons and staff alike. Our goal in creating this document is to make the library a safe and pleasant facility and to outline the steps that will be taken in different situations. It must be emphasized that there are some situations which may make staff or patrons uncomfortable but which involve no violation of law or regulation. These situations must be tolerated with good humor and courtesy. For questions please speak to a staff member; he or she should be familiar with this policy and be able to articulate library policies.

Definition of Problem/Disruptive Behavior

Problem/Disruptive behavior is any behavior which either consciously or unconsciously violates or restricts the rights of others to use the library.

Specific Procedural Guidelines

The Kent County Public Library employs an incremental discipline policy in dealing with disruptive behavior. In order to properly enforce this policy, all staff members are given the following guidelines to assist them in implementing the library's policy with library patrons.

- Initially, the patron will be informed that he or she is violating library rules. This will be the first warning.
- The second time a patron is approached, the staff member will inform the patron of the consequences of his or her actions, that is, that he/she will be asked to leave the library for the rest of the day.
- Finally, if the patron fails to adhere to the above warnings he or she will be asked to leave the library property. If an individual does not stop the improper behavior, or does not leave the building when asked to do so, the staff member may call the police.

At the discretion of the Library Director, repeat offenders will be banned from the library for varying lengths of time. For example, a second offense may receive a one-week ban, and a third offense may receive a one-month ban along with a letter sent to the patron to document the offense and the ban. For minors, letters will be sent to their parents. The Director may use his or her discretion for longer banishment in more serious cases or offenses.

Violent Behavior

The Kent County Public Library has a zero tolerance policy towards violent behavior. Patrons exhibiting violent behavior will be asked to leave library property immediately. Again, the police may be called for assistance, if deemed necessary.

An incident report will be submitted to the public services librarian in the event of any violation of policy.

Approved by Board of Library Trustees, October 22, 2001