

Nampa Public Library
CUSTOMER BEHAVIOR POLICY

Approved by the Board of Trustees July 13, 1998

Updated November 3, 2004

draft updated by MT 2.27.08

Introduction

The purpose of instituting guidelines for customer behavior at the Nampa Public Library is to protect the rights of individuals to use library materials and/or services in a secure and peaceful setting, to protect the rights of staff members to conduct library business without interference, and to preserve library materials and facilities.

The law gives the library board the right to establish rules and regulations to govern behavior in the library. The Board of Trustees delegates the authority to enforce this policy to library staff. The following is taken from The 1997 Idaho Code, Title 33, Article 2607:

“In addition to the powers elsewhere contained in this chapter and notwithstanding the provision of title 50, Idaho Code, the board of trustees of each city library shall have the following powers and duties:

- (1) To establish bylaws for its own governance;
- (2) To establish policies and rules of use for the governance of the library or libraries under its control; to exclude from the use of the library any and all persons who violate such rules.”

These guidelines govern two general areas of behavior:

1. Offenses which violate the City Code of Nampa or the laws of the State of Idaho or of the United States.

2. Behavior, which has been deemed unacceptable within the library, or on library grounds, by the library board.

For policy regarding enforcement of these guidelines, see the Disciplinary Guidelines Addendum (attached).

Violation of City/State/Federal Law

All Nampa City, Idaho State, and United States laws apply within the library and on library grounds. The violation of these laws will be reported to the proper authorities.

Behavior Expectations

Library users are expected to conduct themselves in a manner that shows respect for staff and others using the library. Disruptive conduct which prevents others from enjoying the library or which endangers people or property is not allowed.

Examples of unacceptable behavior include, but are not limited to: excessive noise, running, abusive language, threat of violence, damage to library property or materials, solicitation, and harassment of another customer or staff member. The library cannot be responsible for supervising unattended children.

CHILDREN

Children are welcome in our libraries. We are concerned about their safety and welfare.

We recognize parents' or guardians' responsibility for the behavior and well being of their children. We respect the privacy of all library customers and intervene only when a child is at risk.

The "vulnerable child" is an unattended child of any age who is deemed by the staff to be at risk.

ENTRANCE/EXIT

All entrances, stairwells and exits must remain clear for safe traffic flow.

FOOD AND DRINK

No food or drink will be allowed in the library, *with the exception of beverages in sports bottles or other secure, sealable containers. Cans or paper cups will not be allowed. Approved beverage containers should not be placed on the same surface as computer keyboards or equipment. When using a library computer, place the beverage container on the floor. [Text in italics added by management team July 2006, pending review by the library board.]*

HYGIENE

All library users must conform to acceptable standards of hygiene and cleanliness. Library users must wear appropriate attire, including a shirt and shoes, while in the library. Library users may not wear rollerblades, skates, or use "heely's" while in the library.

PETS

Animals are not allowed in the library, except in the case of service animals. If a customer has an animal in the Library ask if their animal is officially designated as a "service animal". If they state "yes" we will thank them and let them enjoy the library, we do not ask for details or proof. If they state "no", inform the customer pets and/or animals are not allowed in the library.

TELEPHONE

Customers may not use library telephones, except for the courtesy phone which has a five minute limit. If the telephones are out of order Public Services staff may make a call for a customer if they need a ride.

LOCATING CUSTOMERS/PAGING

No attempt needs to be made to locate individuals in the library, except in the event of an emergency. It is considered an emergency when the health and safety of the customer, or a minor related to the customer is in jeopardy. If PS staff want to take the time to search for an individual they may do so at their discretion. The paging system will not be used to locate an

individual unless it is determined by Management or the PIC as absolutely necessary in locating the individual.

DISCIPLINARY GUIDELINES

- Library staff members are encouraged to call upon other staff members for backup when dealing with a behavior issue. Communication between staff members is encouraged when a behavior issue has arisen; warnings have been given, etc.
- No staff member should attempt to physically restrain any other person.
- The PIC should complete an incident report form, or delegate it to an involved staff member when management staff are out of the building.
- Library staff members have the right to call the police when it is deemed necessary. The PIC will take responsibility for calling the police or delegating this duty to another staff member as needed.

Violation of City/State/Federal Law

THEFT

Anytime a customer causes the security system to sound and the reason cannot be immediately determined by circulation staff, the Circulation supervisor, Management or PIC should be called to assist. See “Theft Procedure Addendum” for full procedure.

If a person is suspected of attempting to leave the building with an item(s) that has not been properly checked out, the police will be called.

CRIMINAL DAMAGE TO PROPERTY

If a person is found intentionally damaging library property or materials in a permanent way, the police will be called. The police will also be called when any gang graffiti is found within the library or on library grounds.

BEHAVIOR EXPECTATIONS

All staff should report any violations to the Management or the PIC as necessary.

Warnings will be given at the discretion of staff. If warnings are not heeded, the library user in violation will be asked to leave. If the library user refuses to leave and the problem continues, the police will be called.

CHILDREN

If a vulnerable child is found unattended, staff will attempt to locate his/her caregiver within the building; if unsuccessful, staff will use the intercom paging system. If there is no response within five minutes, the caregiver will be paged again. If there is still no response after

another five minutes and the child can provide no useful information, such as a relative's phone number, the police will be called. (The "vulnerable child" is an unattended child of any age who is deemed by the staff to be at risk.)

If a child under age 18 is asked to leave the library due to misbehavior, staff will ask the child if he/she needs a library employee to contact someone to pick him/her up. If staff feel that a parent needs to be involved due to repeated violations or safety concerns, staff have the right to call parents.

If a vulnerable child is alone when the library is closing, staff will ask the child if a library employee needs to call someone to pick him/her up. If there is a safety concern the child may be asked to remain in the library while waiting for a ride. If the child has not been picked up by 15 minutes after closing, a parent or other ride option will be called. At 30 minutes after closing, staff members have the right to call the police if they feel it is unsafe to leave the child alone. Staff members are not permitted to give the child a ride themselves.

Management needs to be consulted before trespassing* a customer from the library. Documentation of continued violation of the rules is necessary to keep staff informed. Staff should complete a written report to document violation of rules. The detailed report is to be filed with the director and the Public Services Supervisor. These reports will be kept 1 year so that continued violations can be tracked and appropriate action taken.

*Trespassing is defined as the removal of a customer from the library for a specified length of time. It is illegal for the customer to return to the premises during that time period.

THEFT PROCEDURE

If the security system sounds as a customer is exiting, staff should observe the following procedure:

1. Ask the customer to remain in place.
2. Ask the customer to place any library and personal items on the checkout counter.
3. Check library items to see if they have been checked out, pass personal items through security gate.
4. If a legitimate reason for the alarm is discovered, the customer may leave.
5. If the problem is not discovered, the customer will be asked to walk back through the security system.

If at any point the alarm sounds a second time:

1. Call for backup from Management staff or the PIC.
2. While waiting for backup to arrive, ask for the customer's name, address, and for any known causes for the alarm to be sounding.
3. Inform the backup person of the situation.
4. Pass personal items through the gate again; search personal items (bag, coat, etc.)

5. If the cause is still not discovered or a stolen library item is found (or if the customer becomes uncooperative) the police should be called by the PIC.
6. Complete an incident report form.