

In fulfilling its mission, the Library expects patrons to exercise proper and responsible use of its facilities and collections. Responsible use of library facilities sustains a learning environment where library patrons have an opportunity to access the collections and resources of the Library. An essential element of an effective learning environment includes respect for library patrons and library staff. Library patrons must act responsibly and refrain from any behavior which would disrupt the use of the facilities by other library users or which would interrupt the work of library employees.

Part 1

The Library has an obligation to its customers to manage disruptive behavior in a professional and rapid fashion. Therefore, the Library reserves the right to refuse services to any library patron who acts irresponsibly by disrupting the use of the facilities or by being disrespectful to other library users or to a library employee. Irresponsible behavior includes but is not limited to the following:

- rudeness including loud and offensive language
- unreasonable demands for service
- being under the influence of controlled substances or alcohol
- threatening or erratic behavior

Any library employee can exercise the right to refuse service when confronted by a library user acting irresponsibly. An incident report must be filed with your supervisor when an employee utilizes the right to refuse policy. A copy of the incident report will be transmitted to the Associate Director and kept on file in the Finance and Administration office.

Part 2

Individuals who continue to abuse library staff and services may require additional corrective action up to, and including, being banned from Library facilities. An Assistant Director or Manager may submit a request with the Associate Director to have a repeat offender banned from the Library. This will only be done when all attempts by the Library to resolve the problem are unsuccessful, and when there is adequate documentation to support the request. The documentation used to support the request is the Security Incident Reports.

Part 3

Security incident reports are also required for any unusual incident or occurrence in or on Library property. This includes, but is not limited to:

- police, fire or ambulance being called to the Library
- report of theft
- bomb threat
- ambulance service or sick patron
- any incident that has the possibility of litigation, i.e. car accident, falling down stairs, etc.