



## Safety

While in the LaGrange Library users shall be engaged in library related activities and use appropriate behavior. Any behavior which is disruptive to library use is deemed to be inappropriate. LaGrange Library users are required to follow the Patron Code of Conduct approved by the Library Board of Trustees.

### **Staff Support**

Library staff who have acted on their best judgment in confronting a person in violation of Library policy will be supported by Library management.

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

- Handle the problem directly with the patron. Staff should use their judgment as to whether the situation requires assistance from an additional staff member.
- Immediately call police (911) if the situation is of a severe, violent or emergency medical situation.
- Contact the staff member in charge if the situation is of a nature that the staff member chooses not to confront the patron.
- If the patron is not responding to staff requests to conform to Library Code of Conduct contact police.

Library management should be notified as soon as possible when a staff member confronts a library user who violates the Code of Conduct. Patrons violating the Code of Conduct and/or exhibiting inappropriate behavior will be told of the library rules and asked to comply. If the activity continues, a warning is given. If the problem patron refuses to abide by the Library's Code of Conduct they will be asked to leave the premises.

Parents of children under 18 will be notified in writing when their child commits an infraction and is removed from the Library.

Library users stealing, defacing or damaging Library property, using abusive, indecent, profane or whose language and/or behavior indicates that they are under the influence of drugs or alcohol; committing any crime, misdemeanor or violation of a municipal ordinance or knowingly entering non-public areas of the Library will be immediately removed from the facility and police will be contacted. At the discretion of the Library Director, the patron may be banned from the Library for a period of up to 6 months depending on the seriousness of the offense which required removal, the extent of the damage or disruption caused, any history of prior infractions of Library policies and other relevant circumstances.

Any person who enters or remains on Library premises after having been notified by an authorized staff member not to do so will be subject to arrest and prosecution for trespassing.

## **Banning Procedure**

1. The Director will consult with staff involved in the incident and provide a written decision
2. The written decision will outline the period during which the patrons will not be allowed to enter the Library and will specify the reasons for the determination
3. The patron and staff will be notified in writing of the reasons and length of time the patron must remain out of the Library
4. A copy of the written decision will also be sent to the Library Board President and police
5. The Director may review or reconsider the decision upon written request of the patron and may shorten or terminate the period of banning if information submitted by the patron warrants such modification. The Director will respond in writing and notify the individual the determination of of the appeals process.

## **Incident Reports**

Incident reports must be completed and submitted to the Library Director within 24 hours of any incident which requires staff to contact outside assistance, such as police and in other situations in which the Director and staff should be informed of possible repercussions. Copies of these reports will be kept at the Circulation Desk along with a log of banned and problem patrons, including the dates, details of the offense and period of expulsion. This information will be available for staff and police to review in case of repeat offenders. In addition to written reports, staff are encouraged to talk through upsetting incidents to share in a confidential setting their knowledge of possible problems with other staff who might be involved.