

# Patron Behavior

Patron use of the library is governed by the Kendallville Public Library Patron Policy. Copies of this policy are available at all circulation and reference desks as well as on the library's website.

To allow all patrons of the Kendallville Public Library to use its facilities to the fullest extent during regularly scheduled hours, the Board of Trustees has adopted the following rules and regulations:

## **PATRONS SHALL:**

- 1) Engage in activities associated with the use of a public library: patrons not reading, studying, or using library equipment or materials may be required to leave the building.
- 2) Respect the rights of other patrons: patrons shall not harass or annoy others through noisy or boisterous activities, by staring at another person with the intent to annoy that person, by following another person about the building with the intent to annoy that person, by playing audio equipment so that others can hear it, by singing or talking loudly to others or in monologues, by using vulgar or abusive language, or by behaving in a manner which can be reasonably expected to disturb others. Patrons whose bodily hygiene is offensive so as to constitute a nuisance to other patrons may be required to leave the building.
- 3) Properly check out all library materials or equipment with a valid library card: the library reserves the right, based on probable cause (activation of security system), to inspect backpacks, bags, etc., to ensure that materials have been properly checked out, and no thefts have occurred.
- 4) Wear a shirt, pants and shoes when entering the building.
- 5) Limit the consumption of food and beverages: food and beverages can be consumed in the front lobby areas or refreshments associated with a meeting in a meeting room at both KPL and LPL. Food and beverages can also be consumed in the cafe or teen department at KPL.
- 6) Respect library materials, equipment, furniture, or structures: defacing or marring library property may result in denial of privileges.

## **PATRONS SHALL NOT:**

- 1) Smoke in the building or on library property.
- 2) Be under the influence of alcohol or drugs.
- 3) Engage in any illegal activity while in the library building or on library property.
- 4) Bring unauthorized pets or animals into the library.
- 5) Bring weapons or facsimiles of weapons on library property without proper permits or licenses..

Any patron not abiding by these or other rules and regulations of the library may be required to leave the library property. Library employees shall have the right to contact the Kendallville Police Dept., Rome City town marshal, Noble County Sheriff's Dept., if deemed necessary.

Any patron who violates the rules and regulations set by the library Board may be denied the privilege of access to the library by the library's Board of Trustees, on the recommendation of the library director, for a determinate period not to exceed six months for a first offense, one year for a second offense, and indefinitely on the third offense. However, at its discretion, the Board may deny access for a longer period on the first or second offense, if the offense is particularly egregious. The library director, in consultation with the president of the Board of Trustees, may deny the privilege of access to the library forthwith until the full library Board can consider the matter. A patron whose privileges have been denied may have the decision reviewed by the Board of Trustees.

## **Cell Phones**

Patrons are asked to turn their cell phones to vibrate or off while they are in the library. Those who must use a cell phone are asked to go to the lobby or outside to carry on conversations.

## Food and Drink

Food and drink in the Kendallville Public Library will be limited to the snack area and the front porch (weather permitting) and seating areas within the library. All drinks must be capped. Food in the seating areas is limited to snacks. No food or drinks are allowed amongst the book shelves or when working on or near a computer. Food and drink will also be allowed in the children's program room and meeting rooms as part of a program or meeting.

## East Porch-Kendallville

The porch is available for patrons to be able to sit, read and relax. Food and drink are allowed on the porch, weather permitting. Unattended children (less than ten years of age) are not allowed on the porch at any time. Laptops are not to be taken out on the porch. Doors to the porch are not exits and allow access to the porch only. Patrons must come back into the building. Skateboards and bicycles are not allowed on the porch at any time. Access to the porch is controlled and doors will be unlocked when the weather allows.

## Patron Policy for Youth

The Kendallville Public Library welcomes children and out of concern for the safety and security of children using the library, the Kendallville Public Library System has implemented the following rules.

1. Children less than 8 years of age must have a parent or adult caregiver in the immediate vicinity of and in visual contact with the child. Adults may not leave their young children unattended in the Children's Department while using other areas of the library.
2. Children 8 years of age and older may use the library unattended as long as they are engaged in activities associated with the use of the public library.

In all situations the adult caregivers who have transported minor children onto the library premises or who have otherwise directed or allowed minor children onto the library premises shall be solely responsible for the care and safety of such children at all times such children are on the library property.

The library is not responsible for the care and safety of minor children traveling to and from the library.

If a child under the age of 8 is found unattended and/or is causing disruption, library staff will attempt to identify the child and locate the parent or caregiver and inform them of the rules. If the adult caregiver cannot be found in the library or contacted, a staff member shall contact the Kendallville Police Department or Rome City Town Marshall.

Any minor child, 8 years of age or older, causing disruption in the library may be asked to leave the library property. If a child is not able to leave the library without an adult, then they should not be in the library without a responsible party.

Any unattended children must be picked up from the Kendallville Public Library or its Limberlost Branch by the time the library closes. After 10 minutes, if library staff are unable to reach a responsible adult, the Kendallville Police Department or the Rome City Town Marshall will be contacted, respectively, to report cases of abandoned children.

The library does not take the place of the parent, act as caregiver, nor assume responsibility for unattended children. Parents are encouraged to contact the Library Director if they have questions or want additional information regarding these policies.

*Approved July 9, 2019*

*Effective: August 1, 2019*

## **GUIDELINES FOR PATRON PROBLEMS**

In general, patron problems will usually fall into two broad categories: non-threatening patron problems and threatening patron problems. Because each situation will be different, employees should use the following suggestions as guidelines only.

### **Non-threatening Patron Problems**

Non-threatening patron problems may include the following:

- a) loitering
- b) obstruction of free passage
- c) loud talking/socializing
- d) verbal abuse/ swearing
- e) staring at or following another patron with intent to annoy
- f) sleeping, etc.

### **Handling non-threatening situations**

Step 1) Warn the patron, with a request to behave in an appropriate manner.

Step 2) Ask a second time, with notice that they will be asked to leave if the inappropriate behavior continues.

Step 3) Ask the patron to leave.

Step 4) If the patron will not leave at this point, employees may contact the Kendallville Police Dept, the Rome City town marshal, or the Noble County Sheriff's Dept. for assistance. Employees must complete an incident report at this point..

When handling any non- threatening patron problems, employees should feel free to ask another employee for assistance when approaching the patron causing the problem.

Employees may go immediately to step 3 if the disturbance warrants that action. Only in an extreme case should employees go immediately to step 4.

### **Threatening Patron Problems**

Threatening patron problems may include the following

- a) fighting
- b) public intoxication (or other drug related problems)
- c) theft of library property, vandalism, etc.

### **Handling threatening situations**

Step 1) When handling threatening patron problems, employees should contact another employee, before approaching the patron.

Step 2) Employees should notify the Kendallville Police Dept., the Rome City Town marshal, or the Noble County Sheriff's Dept.

Step 3) Employees should try to minimize any hazards to other patrons and staff members to the best of their ability.

Step 4) Employees involved in the disturbance must file an incident report.