

LIBRARY
BEHAVIOR
GUIDELINES

2007

EMERGENCY CODES

red FIRE/EXPLOSION

blue MEDICAL EMERGENCY

black BOMB THREAT

yellow TORNADO

green VIOLENT PERSON

Introduction

To protect the public's access to information, the Kokomo-Howard County Public Library Board establishes guidelines for library user behavior.

The library board enforces policies and procedures to:

- Assure the safety of users and staff
- Protect the library resources and facilities from damage
- Restrict any behavior by a patron which interferes with another patron's right to the unimpeded use of the library, or which impedes normal staff functions or conflicts with the mission of the library.

The library board imposes reasonable restrictions on the time place and manner of library access. To achieve this end, library staff members have the responsibility to enforce these guidelines.

General Guidelines

Good judgment and common sense should be the overriding factor in every situation!

1. Assess each situation.

Patrons will generally provide clues about their likely course of behavior. Take time to evaluate a situation before reacting, so that you don't overreact. In all cases, it is important to assess the seriousness of the situation as quickly as possible. Whenever in doubt about the severity of a situation, consult another staff member.

2. Intervene only when you have observed the problem behavior.

If a patron reports to you that another patron has broken library policy, offer to observe that patron more closely. If the patron wants to report a crime by another patron, allow him/her to use the library phone to call the police.

3. Take immediate action.

Ignoring a problem does not make it go away. On the contrary, it will become greater. It is the staff person's responsibility to address problems he/she has observed. Don't pass the responsibility to someone else. Pages should notify someone of higher authority when they observe problem behavior.

4. Maintain a calm, nonjudgmental manner.

Remember that the problem behavior is not directed at you personally. Keep in mind that it is not a problem person but rather a problem situation. Staying calm will often help defuse an unpleasant situation and will allow you to exercise better judgment. Try not to show fear or anger. Avoid a loud tone of voice or phrases that might be considered moralizing or condescending. Allow the person to verbally vent (do not allow verbal abuse) and listen carefully. Sometimes this is all that is needed to defuse a situation.

5. Explain your position in clear, firm language.

It is important that problem causers see you taking charge. Don't argue or bargain with them; it may lead to confrontation. Don't be hesitant or appear unsure of yourself. Don't allow yourself to be sidetracked – simply repeat your position firmly, if necessary. Avoid the temptation to begin a phrase with, "I'm sorry but you can't..."

6. Present suitable alternatives and consequences.

Inform the patron how he/she should change his/her behavior or where they could go instead ("You could go outside to finish your food and then come back in."). Let the patron know clearly what will happen if the behavior persists ("You will have to leave the library.").

7. Never touch a patron you are addressing regarding a problem.

This applies regardless of the age of the individual. Speak to the person or perhaps knock on a table to get his/her attention, but do not touch anyone even if you are escorting the patron out. Be conscious of your body position and do not stand too close or block a person in a confrontational manner.

8. Use teamwork.

If you feel uncomfortable, ill at ease, or that the situation might become serious, call on another staff member for back-up. Go to the aid of other staff members when necessary. Often, two staff members will be enough to convince a patron to change his/her behavior or leave.

9. State rules.

You should state that the behavior is a violation of library rules. If the patron insists on an explanation, and/or is not satisfied with the employee's brief explanation, have him/her make an appointment with the director or assistant director through the administrative assistant.

10. Deal with persistent/repeated offenses.

If you have warned a patron who has broken a library rule with no result, inform him/her that he/she must leave the library. Repeated offenses, unless serious, should normally be handled in this order:

- For the first incident, the patron is warned
- For the second incident, including failure to heed warning, the patron is told to leave for the rest of the day
- For the third incident, the patron is banned for three days
- For the fourth incident, the patron is banned for one week
- For subsequent incidents, the patron is banned for one week and becomes a candidate for the trespass list pending review by Administration and/or security.

11. Call outside help if necessary.

If the patron fails to leave after being told to do so, the patron is trespassing. (I.C. 35-43-2-2) Call Security and your department head (days) or the individual in charge (evenings and weekends) and relate the situation to him or her. The department head will, in turn, contact the individual currently in charge (refer to the Chain of command) who will be responsible for calling the police for assistance and/or eviction of the patron. Branch and bookmobile staffs have the authority to call the police without first calling the Main Library. However, the individual in charge at the main library should be notified as soon as possible. If the nature of the situation is very serious or dangerous, call the police immediately before contacting security, the department head or person in charge.

Decisions made by the library's off-duty police security officers and other law enforcement officers may supersede this document.

12. Communicate and record incident.

When a patron has been told to leave or banned, an initialed and dated note should be placed in the patron record, if there is one. An e-mail should be sent to "public areas notification." If no name is known, a general description of the patron should be included in the e-mail.

Whenever a problem has occurred, fill out an Incident Report and give it to your department head, or the individual in charge. Next, incident reports should be sent to the Assistant Director's office.

Prohibited Behavior

• Assault

"a violent physical or verbal attack"

- Call 911
- Inform Security and person in charge.
- Call "Code Green" and location over the intercom if assailant is in the building.
- Refer to Assault or Rape section in Emergency Procedures manual

• Back Door Use By Patrons

Patrons are not to use the back door as an entrance or exit, except in emergencies.

- Inform the patron that patrons are not to use the back door as an entrance or exit.

• Bicycles (See skateboards)

• Bomb Threat (I.C. 35-44-2-2) (See checklist in Emergency Procedures, a separate document.)

A bomb threat must be assumed to be real.

If a bomb threat is received, the employee who receives the message should:

Contact Security and the individual in charge as soon as possible. (either by phone, e-mail or by alerting another staff person or patron)

If immediate action is required, the individual in charge should:

- Call "Code Black" over the intercom.
- Call 911
- Evacuate the building as soon as possible.
- Refer to Bomb Threat section in Emergency Procedures manual.

If the message is received by phone, the employee should:

- Attempt to keep the person on the phone for as long as possible
- Note the time and length of the call.
- Note the details of the threat such as location of the bomb, expected time of explosion, and description of the bomb.
- Note details of the caller, such as gender, or anything unusual, or any noise in the background.

• Cell Phones

Cell phones should be silenced in the library and used with courtesy, keeping voice low. Phones may not be used during library programs, in the computer lab or GLHD.

If a patron's phone rings or the patron is speaking loudly:

- Inform the patron that he/she is being too loud, etc., and ask him/her to use the phone in the entryway between the two sets of front doors.
- At the South Branch, cell phone use is also permitted in the snack area.
- In the computer lab or GLHD at Main, ask patrons to move to the hallway.

• Child Abuse

Indiana law (IC 31-33-5 & 6) requires that any suspected child abuse be reported to Child Protection Services, (457-8218)

If child abuse is suspected:

- Contact your supervisor or person in charge of the library
- Refer to Child Abuse section in the Emergency Procedures manual

• **Children, Disruptive** (See also “Disruptive Conduct”)

Disruptive behavior is prohibited in the library and includes, but is not limited to, running, playing, loud noises, inappropriate behavior, and temper tantrums.

- Staff should ask children, who are being disruptive, to behave.
- If the behavior continues, staff should ask parents or caregivers for their cooperation.
- If the parents or caregivers refuse or are unable to control their children, the family should be told to leave for the rest of the day.

• **Children, Computer Usage** (See also “Computer Usage”)

According to the Children’s Internet Protection Act, minors should not disclose personal identification information on the Internet and their Internet usage must be monitored by library staff. Minors are children through age 17.

The filtering software will not be disabled for users who are minors. Furthermore, it is the responsibility of parents, stepparents and guardians to monitor and guide their own children in the use of the library computers and the Internet. Those who do not want their children to access library computers and the Internet may fill out a form at the circulation desk.

At the Main Library children under the age of 13 are to use the computers in the Children’s Department and children age 13 and older are to use the Computer Lab. However, when children under the age of 13 are accompanied by a caregiver, who is 13 or older, they may use either the Children’s Department or the Computer Lab but must remain together.

If a minor is observed disclosing personal information on the Internet or engaging in other inappropriate behavior on a computer:

- For the first incident, the child should be warned
- For the second incident, including failure to heed warning, the child should be told to leave for the rest of the day.
- For the third incident, the child should be banned for three days
- For the fourth incident, the child should be banned for one week
- For subsequent incidents, the child should be banned for one week and becomes a candidate for the trespass list pending review by Administration and/or security.

- When a child is banned from the library, the department head should report the incident by phone or letter to the parent or guardian listed in the child’s patron record.

• **Children, Lost**

If a child has been separated from his/her caregiver:

- Comfort the child
- With the child, search the department for the caregiver.
- Ask staff in other departments to search their areas.
- Page the caregiver if you know his/her name (do not use the child’s name or describe the child over the intercom.)
- If the caregiver does not arrive within 15 minutes, attempt to call the home if the number is known.
- If that does not help, contact Security and the person in charge, who will call the police.

If a child is reported missing or lost:

- Call Circulation and Reference Departments first, then Security and staff in other departments to watch the exits and search their areas.
- Check outside the library.
- Inform department head or the individual in charge
- Allow caregiver to call the police.

• **Children, Unattended**

The library is not responsible for unattended children. The library is a busy place and staff cannot monitor the behavior, safety or whereabouts of children. This responsibility resides with the parents and other caregivers.

Children up to and including age nine must have a responsible caregiver on the premises. If a child is 5 or younger, a caregiver must remain with the child. A responsible caregiver must be at least 14-years-old.

If a child age six to nine is found unattended in library:

- If situation does not seem serious, inform the caregiver of the policy when he/she arrives at the library. Cards, with the policy written on them, are available to hand to the caregiver.
- If situation seems serious, page the caregiver.
- If there is no response, or it is known that there is no caregiver on the premises, try to contact the caregiver by phone.
- Notify Security and individual in charge, who will call the police.

If a child age five or younger is found unattended in library:

- Page the caregiver.
- If there is no response, or it is known that there is no caregiver on the premises, try to contact the caregiver by phone.
- Notify Security and individual in charge, who will call the police.

• **Clothing, Inappropriate** – (See “Inappropriate Attire” or “Obscene Clothing”)

• **Collection Agency** – (See “Computer Usage” and/or the Circulation Policy, a separate document)

• **Computer Usage** (See also “Children, Computer Usage”)

Patrons must comply with all computer and Internet procedures and policies. Computer usage may be monitored.

Patrons, who are collection agency, are not permitted to use the library computers (except the online catalog). This includes not using other patron’s logins. If staff are aware that a collection agency patron is using another patron’s login, the following action should be taken:

- For the first incident, the patron is warned
- For the second incident, including failure to heed warning, the patron is told to leave for the rest of the day
- For the third incident, the patron is banned for three days
- For the fourth incident, the patron is banned for one week
- For subsequent incidents, the patron is banned for one week and becomes a candidate for the trespass list pending review by Administration and/or security.

The following **intentional** actions are considered unacceptable:

1. Accessing, transmitting, uploading, downloading, or distributing material or language that is pornographic, abusive, defamatory, sexually explicit, obscene, child pornography, harmful to minors, or any material that is intended to annoy, harass or alarm another person.
 2. Installing and/or modifying any software on library computers
 3. Unauthorized copying of copyright or other protected material;
 4. Violation of another person’s privacy
 5. Disrupting others’ use of computer resources in any way.
- For the first incident, the patron is warned
 - For the second incident, including failure to heed warning, the patron is told to leave for the rest of the day
 - For the third incident, the patron is banned for three days
 - For the fourth incident, the patron is banned for one week
 - For subsequent incidents, the patron is banned for one week and becomes a candidate for the trespass list pending review by Administration and/or security.

For more serious offenses such as

1. Engaging in any illegal activities using library computers or networks
 2. Vandalizing, damaging, modifying or disabling library computers, networks, software, electronic resources or any library property.
 3. Attempting to gain unauthorized access to any computing, information, or communication devices
- Call Security and the person in charge of the library, who will call police
 - Call the System Administrator or the Assistant System Administrator
 - Try to observe as much as possible, but be careful about confronting the patron
 - After the police have arrived and investigated, turn off the computer and leave it off until someone from the Computer Department says it can be used again.

• Copyright

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material. The reproduction may not be "used for any purpose other than private study, scholarship, or research." Furthermore, it is illegal to copy all of or a substantial part of a work unless it cannot be purchased for a fair price, e.g. out-of-print and not available used. Substantial is not defined by the law, however, anything beyond a single chapter, or contribution should be considered a possible violation.

The library must post a notice of copyright near all duplication equipment, including computers. Staff do not have to monitor what patrons are copying but if we assist a patron or make the copies for them we become liable for copyright infringement.

If staff are assisting a patron with a copier, printer or computer and think that the patron may be violating copyright

- Point out the posted copyright law
- Tell the patron that because there is a possible copyright infringement you cannot assist them
- Tell the patron that the request can be reviewed by administration for consideration but a decision may take up to a week to make.

• Disruptive Conduct (I.C. 35-45-1-3)

Disruptive conduct is any behavior that conflicts with the purpose of the library, interferes with another's use of the library or library property, or impedes staff functions.

Some examples of disruptive behavior are:

1. Loud talking, laughing and yelling
2. Fighting and horseplay
3. Running and playing
4. Boisterous socializing
5. Harassment (verbal or in writing)
6. Throwing objects
7. Loud playing of listening devices
8. Playing with equipment (OPAC's, etc)
9. Using profane or inappropriate language

The method for handling a situation will vary according to the severity of the particular situation.

If the disruptive conduct is serious or dangerous, patron(s) should be told to leave immediately.

For the first incident, the patron is warned

- For the second incident, including failure to heed warning, the patron is told to leave for the rest of the day
- For the third incident, the patron is banned for three days
- For the fourth incident, the patron is banned for one week
- For subsequent incidents, the patron is banned for one week and becomes a candidate for the trespass list pending review by Administration and/or security.

• Drugs

If drugs or a drug sale are observed:

- Call 911
- Inform Security and the supervisor of the department that it is taking place.
- Refer to the Drugs section in the Emergency Procedures Manual.

• Equipment/furniture, Misuse

Use of equipment and furniture for other than its intended purpose is prohibited.

Some examples of misuse are:

1. Standing/Jumping on equipment/furniture
2. Placing feet on equipment/furniture
3. Sitting with wet/soiled clothes on equipment/furniture
4. Willfully damaging equipment/furniture

If a patron is misusing equipment/furniture:

- Inform the patron that he/she must stop misusing the equipment/furniture, or they must leave the library.

If a patron is willfully and maliciously misusing equipment/furniture:

- Call Security and the person in charge of the library, who will call police
- Try to observe as much as possible, but be careful about confronting the vandal

• **Food and Drink**

Drinks in covered containers are allowed in the library. Food is not permitted in the library, unless there is a designated area where food is allowed.

If a patron has an uncovered drink or food where it is not allowed:

- Inform the patron of the rules, and that he/she may cover the drink, move to a designated area, discard the item, or step outside to finish.

• **Heelies (Heelys)** (See “Skateboards”)

• **Inappropriate Attire**

Appropriate attire must be worn in the library.

Appropriate attire includes:

1. Shoes
2. Shirt/blouse/dress
3. Shorts/ Pants

Swimsuits are not appropriate attire.

If a patron is not dressed in appropriate attire:

- Inform the patron that he/she must wear appropriate attire, and that he must comply or leave the library.

• **Insects**

Patrons have been known to bring insects, such as fleas and roaches, to the library via returned materials or on their person. See Emergency Procedures, a separate document, for what to do with returned library materials containing insects.

(Note: in this situation the patron is given a warning AND told to leave following the first incident.)

If a patron has insects on his or her person or in his or her personal belongings,

- For the first incident, the patron is told to leave for the rest of the day and warned that they should not return until they can do so without bringing insects to the library
- For the second incident, including failure to heed warning, the patron is banned for three days
- For the third incident, the patron is banned for one week
- For subsequent incidents, the patron is banned for one week and becomes a candidate for the trespass list pending review by Administration and/or security.

• **Kidnapping and Criminal Confinement (I.C. 35-42-3-2&3)**

“[When] a person ...knowingly or intentionally confines another person without his consent; or removes another person, by fraud, enticement, force, or threat of force, from one place to another...”

- Call 911, discreetly
- Inform Security and person in charge.
- Observe and note details as much as possible
- Refer to Terrorism section in Emergency Procedures manual

• **Nuisance, Common or Chronic**

A chronic nuisance is any repeated behavior by a single patron that conflicts with the purpose of the library, interferes with another’s use of the library or library property, or impedes staff functions.

If you have warned a patron who has broken a library rule with no result, inform him/her that he/she must leave the library. Repeated offenses, unless serious, should normally be handled in this order:

- For the first incident, the patron is warned
- For the second incident, including failure to heed warning, the patron is told to leave for the rest of the day
- For the third incident, the patron is banned for three days
- For the fourth incident, the patron is banned for one week

- For subsequent incidents, the patron is banned for one week and becomes a candidate for the trespass list pending review by Administration and/or security.

• **Obscene Clothing or Materials**

“Obscene – if the average person applying contemporary community standards would find that the material taken as a whole, appeals to the prurient interests and the material depicts or describes patently offensive representations or descriptions of ...sex acts or excretory functions and lewd exhibition of the genitals, and the materials taken as a whole, lacks serious literary, artistic, political or scientific value.” City of Kokomo, Code of Ordinances, Title XIII)

The exhibition of obscenities is not permitted in the library.

- Inform the patron that he/she must stop exhibiting the obscenity or leave the library.

• **Odors, Offensive**

An extremely offensive odor (body odor, clothing odor, perfume, etc.), like disruptive conduct, may interfere with another’s use of the library or impede staff functions.

- For the first incident, the patron is warned
- For the second incident, including failure to heed warning, the patron is told to leave for the rest of the day
- For the third incident, the patron is banned for three days
- For the fourth incident, the patron is banned for one week
- For subsequent incidents, the patron is banned for one week and becomes a candidate for the trespass list pending review by Administration and/or security.

• **Personal Belongings** (See also “Theft”)

The library is not responsible for personal belongings; patrons should keep personal property with them at all times. Unattended items are vulnerable to theft and subject to confiscation.

Patrons are not permitted to bring backpacks, messenger bags, and other similar personal belongings into the AV area. Handbags are allowed. Patrons should be directed to leave their bags in the designated area by the AV area.

• **Pets**

Except for guide dogs and for programs, animals of any kind are prohibited in library facilities.

- Inform the patron that he/she must take the animal out of the library.

• **Photographing and Videotaping**

Photographing or videotaping inside the library or of staff and patrons is prohibited without prior approval from library administration and individual staff and patrons involved. (If it appears that patrons are taking pictures of their friends, this rule may be ignored.)

If someone is discovered taking pictures or videotaping

- Inform the person that it is prohibited without prior approval and direct them to administration.
- If they do not stop, ask them to leave.

• **Prostitution (I.C. 35-45-4-2)**

“A person who knowingly or intentionally performs, or offers or agrees to perform sexual intercourse or deviate sexual conduct...for money or other property commits prostitution...”

- Contact Security and the individual in charge, who will call the police.

• **Public Indecency (I.C. 35-45-4-1)**

“A person who knowingly or intentionally, in a public place: engages in sexual intercourse; engages in deviate sexual conduct; appears in a state of nudity; or fondles the genitals of himself or another person commits public indecency.”

- Contact Security and the individual in charge, who will call the police.

• **Public Intoxication (I.C. 7.1-5-1-3)**

“It is a misdemeanor for a person to be in a public place...in a state of intoxication.”

- Contact Security and the individual in charge, who will call the police if necessary.

• Rape

“sexual intercourse...without consent and chiefly by force or deception”

- Call 911
- Inform Security and person in charge.
- Announce “Code Green” and location over the intercom if assailant is in the building.
- Refer to Assault or Rape section in Emergency Procedures manual

• Sex Offenders

Unless doing so violates their probation, sex offenders are not prohibited from using the library, including the children’s areas.

If a known sex offender is in a children’s area

- Openly acknowledge his/her presence so the sex offender knows that he/she is being observed.

If there is a question about a sex offender’s probation, Administration should ask the library’s attorney to contact the Howard County Probation Department for information.

• Skateboards, Skates, Rollerblades, Heelies and Bicycles

The use of skateboards, skates, rollerblades, heelies (can be worn as regular shoes) and bicycles is prohibited in the library. Patrons are permitted to bring them into the library, but not use them while in the library. Bicycles must be left outside.

- Inform patron that the use of skateboards, skates, rollerblades and heelies is prohibited in the library, and that he/she must stop using them or leave the library.
- Inform patrons that they may not bring bicycles inside the library and must leave them outside.

• Sleeping

Sleeping is prohibited in the library

Patrons may become drowsy and doze off momentarily while studying. This rule pertains to habitual sleepers or those who are noisy, sprawled out on the furniture, or generally disturbing other patrons.

- Awaken sleeping patron by speaking to him/her or by creating a noise close by.
- Do not touch or shake the individual.
- Inform the patron that he/she must remain awake. You may suggest getting up and walking around, getting a drink, etc.

• Solicitation

Begging, panhandling, selling anything, such as raffle tickets or candy, for personal gain or for a charitable cause, and circulating petitions is not allowed on library property.

- Inform patron that solicitation is not allowed.

• Staring

A patron who gazes at another patron or employee in an abnormally prying manner for an extended period of time is considered staring. This behavior is prohibited in the library.

- Inform Security and individual in charge if this behavior continues.

• Stranded Patrons at Closing Time

A patron who remains on library property at closing time, and has no means of transportation, is defined as stranded.

If the patron is 18 years or older:

If the patron wants to be left alone outside the library, staff members may leave.

If the person is in need of assistance or does not want to be left alone:

- The individual in charge and an assigned staff member should stay with the stranded patron.

- The patron should attempt to contact the individual who is supposed to pick him/her up.
- If no one arrives within one-half hour:
- Call the police if desired by patron.
- Have the patron exit the building
- Staff members may leave

If the patron is under the age of 18:

- The individual in charge and an assigned staff member should stay with the stranded patron.
- Make an attempt to contact the individual who is supposed to pick up the patron.
- In the case that the patron knows that his/her ride will not arrive within one-half hour, call the police immediately.
- If the patron feels someone will show up soon, but no one arrives within one-half hour, call the police.
- Staff members must stay until the police arrive. If the police respond that they cannot come, call the director (follow the chain of command if he is not available.)
- After the police have arrived and taken the patron, staff members may leave.

• **Terrorism**

Terrorism is behavior that is violent and/or inspires fear in order to intimidate others into granting demands.

Nothing should be done which might upset the perpetrator. Attempts to inform the person in charge of the library and the police (911) should be done discreetly, i.e. don't use the PA system.

The employee's objective should be to minimize the number of people under the perpetrator's control.

If you are directly involved with the terrorist:

- Stay clear and try to do what the perpetrator tells you to do.
- Do not try to negotiate; this is the responsibility of trained negotiators.
- Do not try to be a hero.
- Stay calm, make eye contact, listen and talk to the perpetrator. We are not trained to handle this kind of a situation. Leave things to the police and other emergency personnel.
- Note details of the event and anything unusual.

Employees who are aware of the activity, but who are beyond the perpetrator's own range of awareness:

- Attempt to call 911. However, do not jeopardize the safety of yourselves or others to do this.
- Note details of the event and anything unusual.
- Attempt to inform all departments. It may be difficult to determine which departments are affected; nevertheless, employees and patrons should not be left in ignorance of a potentially dangerous situation. However, do not jeopardize the safety of yourselves or others to do this.
- Evacuate the library, if possible to do so without endangering lives,
- If evacuation is not possible, remain quietly in your department, behind locked doors if possible, until instructed to evacuate. If gunshots are heard, duck and take cover.
- Do not try to be a hero.
- If the perpetrator leaves the library, lock all library entrances until the police arrive to prevent re-entry into the building.
- Once the danger has passed, it may be necessary to announce "Code Blue@[Circulation, or wherever]" for first aid treatment and/or call 911 for an ambulance.

• **Theft**

"A person who knowingly or intentionally exerts unauthorized control over property of another person, with the intent to deprive the other person of any part of its value or use, commits theft..."

Ascertain that the missing item is indeed missing.

- Inform the supervisor of that area, or Security and the person in charge of the library, who will decide if the crime needs to be reported to the police and, if so, make the call.
- Do not disturb the scene of the crime in case the police must examine it.

If a patron reports the theft of their personal property

- Allow the patron to use a library phone to call the police.

• **Tobacco Products**

The use of tobacco products is prohibited in the library and on library property within 10 feet of any library entrance.

- Inform patron that the use of tobacco products is prohibited, and that he/she must stop using the tobacco product, or leave the library property.

• **Trespassers**

Patrons who have been banned from the library are trespassing if they return to library property.

If an employee sees a person in the library who is suspected of being on the trespass list:

- Notify the person in charge, who will:
- Confer with the employee and possibly other employees to come to confirm that the person in question is indeed the person on the trespass list.
- Notify the police that an unwelcome visitor has entered the library.
- Meet the police officer when he/she arrives and stay with the officer during the policeman's eviction of the unwelcome visitor.

• **Truancy**

Truancy is absence from school without permission from parents or school officials.

If an employee suspects that that a child is truant,

- Notify the person in charge
- The person in charge should call the police department and ask for the truancy officer (459-5101)
- At the Russiaville Branch, the Sheriff's Department should be called (457-1105)

• **Unattended Children** (See "Children, Unattended")

• **Vandalism**

Vandalism is defined as willful or malicious destruction or defacement of public or private property.

If vandalism is witnessed:

- Use your judgment in determining the severity of the damage. Tell the patron to stop, or call Security and the person in charge of the library, who will call police
- Try to observe as much as possible, but exercise caution in confronting the vandal If vandalism has been discovered after the fact:
- Inform the supervisor of that area, or Security and the person in charge of the library.
- Do not disturb the scene, in case the police must examine it.
- Security or the person in charge of the library should decide if the crime needs to be reported to the police, and if so, make the call.

• **Verbal Abuse**

Verbal abuse is prohibited in the library. Verbal abuse occurs when an individual, in person or on the telephone, makes verbal remarks (excessively) with the intent to defame, disgrace or shame another individual.

When a staff member feels he/she is being verbally abused:

- State to the individual, "Your language is inappropriate for the library. You must either stop, or leave right now and come back when you are calmer." When a staff member is being verbally abused over the telephone:
- State to the individual, "Your language is inappropriate. If it continues, I am going to have to hang up. You can call again later when you are calmer." Be absolutely sure the patron is aware you are going to hang up before you do so.
- When a staff member observes verbal abuse between patrons:
- State to the individual being abusive, "Your language is inappropriate for the library. You must either stop, or leave right now and come back when you are calmer." When a staff member has not observed the behavior, but a patron has a complaint against another patron:
- Observe the individual in question.

• **Videotaping** (See "Photography")

• Weapons

Guns and other weapons are prohibited in the library. Law enforcement officers are exempt.

A weapon is defined as any instrument or device for attack or defense in a fight. Having a permit to carry a handgun does not give the person the right to carry it anywhere – only where guns are allowed.

If it looks as if the patron is planning to use a dangerous weapon:

- Nothing should be done which might upset the person.
- Attempts to inform the person in charge of the library and the police (911) should be done discreetly, i.e., don't use the PA system.
- The employee's objective should be to minimize the number of people under the perpetrator's control.
- Stay clear and try to do what the perpetrator tells you to do.
- Do not try to negotiate; this is the responsibility of trained negotiators.
- Do not try to be a hero.
- Stay calm, make eye contact, listen and talk to the perpetrator. We are not trained to handle this kind of a situation. Leave things to the police and other emergency personnel.
- Note details of the event and anything unusual. Employees who are aware of the activity, but who are beyond the perpetrator's own range of awareness:
- Attempt to call 911. However, do not jeopardize the safety of yourselves or others to do this.
- Attempt to inform all departments. It may be difficult to determine which departments are affected; nevertheless, employees and patrons should not be left in ignorance of a potentially dangerous situation. However, do not jeopardize the safety of yourselves or others to do this.
- Evacuate the library, if possible to do so without endangering lives,