

Library User Behavior Policy

Policy Statement

It is the purpose of the Marion Public Library to provide materials and services to the public in an environment that is safe, pleasant and conducive to comfortable library use.

The purpose of the library's guidelines for behavior are to protect the rights and safety of library patrons; to protect the rights and safety of staff members; and to preserve and protect library materials, facilities, and property.

Guidelines: Behaviors with Progressive Consequences

Instances of irresponsible use of the library and its facilities with examples and corresponding consequences:

1. Producing excessive noise. (Examples: loud talking, singing, playing a musical instrument or other electronic device, etc., which are determined to be inconsistent with public service operations.)
2. Behaving in a disorderly, disruptive, or threatening manner which jeopardizes the personal safety of patrons and/or staff. (Examples: skateboarding, rollerblading, running, playing in the elevator, or groups gathering around a single computer.)
3. Consuming food, beverages without lids, narcotics, alcohol, or tobacco products in any inside public area, including restrooms.
4. Loitering
5. Soliciting donations of money or anything of value; selling materials or services. (Example: Panhandling, etc.)

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The behaviors identified above are considered to be unacceptable patron conduct and will result in appropriate discretionary responses from library staff according to the following progressive criteria:

Step 1: Ask patron to cease behavior.

Step 2: Repeat request to cease behavior and communicate that this correction is a warning of expulsion, if behavior continues. (*Note patron name/behavior on security log*)

Step 3: Ask patron to leave facility and, if necessary call security or police if patron refuses to comply. Staff should document any action on a Library Incident Report form.

The Library Director may suspend the library privileges of any individual who willfully violates library regulations when the severity or continued reoccurrence warrants such action.

The Children's Department will make every attempt to work with children so that they understand good library behavior and the consequences that result from misbehavior.

Depending on the circumstances, offenders' or repeat offenders' actions might have the following consequences:

- Leave building for the day
- Face suspension of one week or more. Time will be determined by department head, security, and director based on age and circumstances. Children (under 18) will be given a letter stating infraction to take to parents and an attempt will be made to send this letter via mail.
- Longer suspension time based on circumstances.
- A criminal trespass might be necessary if circumstances warrant this.

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Zero Tolerance Behaviors

The consequence for violation of these examples of irresponsible use is immediate expulsion from library until either legal action is complete or Library Director has met with offender.

1. Stealing, damaging, or altering of any library property including, but not limited to, defacing of library materials, vandalizing library equipment, furniture, computers, etc. (Altering or damaging setup of computer equipment or software; writing on library materials, cutting or tearing out pages from books, magazines or newspapers, carving table tops, puncturing upholstery, etc.)
2. Carrying concealed or obvious weapons; brandishing weapons. (Under Indiana law, concealed guns are allowed with a proper permit.)
3. Stalking. An individual whose aggressive pursuit of others (i.e., unsolicited, unwelcome and unreasonable in nature, creates a threatening and intimidating service environment.
4. Committing sexual offenses. (Examples: indecent exposure, inappropriate/unwelcome sexual advances or harassment, solicitation for sex, etc.)
5. Displaying any pornography.
6. Displaying harmful matter to minors. (Example: the exhibition of sexually-explicit sites from the Internet, etc.)
7. Verbal, physical, written, or electronic harassment or abuse. (Examples: Cursing at patrons or staff; approaching patrons or staff and engaging in unwanted or inappropriate interaction; threats to personal safety of patrons or staff; the transmission of threatening, harassing, malicious, or abusive language and/or images, etc.)

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The above-cited examples of unacceptable patron conduct will result in appropriate zero tolerance responses from library staff. Consequently, no progressive enforcement will be followed. The standardized operational response will be expulsion until either legal action is complete or director reviews the incident and meets with the offender. In cases where a patron is under the age of 18, an attempt will be made to contact parents to discuss the incident and consequences.

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