

**PIONEERLAND LIBRARY SYSTEM  
BOARD POLICY**

<b>Policy:</b> Patron Code of Conduct	<b>Policy number:</b> TBD
<b>Policy Date:</b> April 8, 2008	<b>Revision Date:</b> October 15, 2012
<b>Approved By Policy Committee:</b> November 15, 2012	<b>Approved by the Board:</b> January 17, 2013
<b>Distributed To:</b> Policy Committee, PLS Board, PLS Staff	<b>Number of Pages:</b> 2

**Purpose:** To ensure the comfort and security of patrons and library staff and to protect and preserve library collections, equipment and facilities.

**Policy:** Pioneerland Library System does not tolerate disruptive behaviors in its libraries. Disruptive behavior may be classified as a minor, serious or major offense. Expulsion from one Pioneerland Library (PLS) means expulsion from all (32) PLS Libraries.

**Procedures**

**Minor Offenses-Definitions**

Minor offenses may include but not be limited to:

- \*Failing to comply with circulation policies and procedures
- \*Being part of excessive and/ or disruptive conversation/discussion
- \*Being part of excessive and/or rowdy behavior or creating excessive noise
- \*Sleeping
- \*Exhibiting inappropriate or offensive personal hygiene
- \*Using cell phones contrary to guidelines
- \*Committing or participating in other activities that are inconsistent with library activities (reading, studying, research, participation in library programs and use of library resources)

**Minor Offenses-Sanctions**

- \*Oral or written warnings
- \*May be asked to leave the library for rest of that day
- \*Repeated minor offenses (three within one-year period) will be considered a serious offense

**Serious Offenses-Definitions**

Serious offenses may include but not be limited to:

- \*running
- \*fighting
- \*loud or abusive behavior
- \*vulgar and inappropriate language directed at other patrons or staff
- \*insulting library staff or interfering or impeding the use of the library by others
- \*violating written Internet policies or other library's usage policies
- \*three minor offenses within one-year period will be consider a serious offense

**Serious Offenses-Sanctions**

First offense: Any patron who violates a library policy that results in their expulsion may be denied library privileges for up to 1 week.

Second offense: Any patron, who for a second time and within six months of a previous offense violates a library policy that results in their expulsion, may be denied library privileges for 1 month.

Third Offense: Any patron, who for the third time and a within a year period of the first offense violates a library policy that results in their expulsion, may be denied library privileges greater than 30 days. Length of time will be decided following a meeting of the person who violated the policy, local head librarian and the Pioneerland Library System Executive Director and/or Director of Library Operations. If the patron who commits the third offense is a minor (one who has not reached the age of 18), their expulsion time will be decided following a meeting of the patron, their parent or guardian, local head librarian and Pioneerland Library System Executive Director and/or Director of Library Operations.

### **Major Offenses-Definitions**

Major offenses may include but not be limited to:

- \*damaging library property or the property of others in the library
- \*theft of library property or the property of others in the library
- \*physical violence or assault on staff or other patrons
- \*Sexual harassment of staff or other patrons

### **Major Offenses-Sanctions**

Any patron who commits a major offense may be denied library privileges indefinitely. Length of time will be decided following a meeting of the person who violated the policy, local head librarian and the Pioneerland Library System Executive Director and/or Director of Library Operations. If the patron who commits the major offense is a minor (one who has not reached the age of 18), their expulsion time will be decided following a meeting of the patron, their parent or guardian, local head librarian and the Pioneerland Library System Executive Director and/or Director of Library Operations.

**SPECIAL NOTE:** Any behavior or conduct that an employee or staff member personally observes that is reasonably believed to constitute a clear and present danger to public health or safety; or violation of law, such as theft of property, violence or threat of violence, or other misconduct, shall be reported to law enforcement. Any such behavior or conduct that is not personally observed by staff or employees, but reported to them by others, will be called to the attention of management for appropriate action. Library staff will assist any patron in contacting law enforcement upon request.

### **Procedures:**

An Incident Report (Behavior) should be completed for any minor, serious, or major offenses covered by this policy.