

West Hartford Public Library

POLICY MANUAL

Procedure for Dealing with Disruptive Behavior (see Patron Rules of Conduct)

Purpose: To describe the procedures for staff dealing with inappropriate patron behaviors.

Approved by the Library Board March 23, 2009

In order to deal effectively with library patrons who show a pattern of disruptive behavior in the library, the following guidelines are established:

- Staff will consistently enforce reasonable behavior guidelines, which are posted in each library facility. Staff will give one warning to patrons who are not abiding by these guidelines. Patrons who do not cooperate with the warning will be directed to leave the library building for the remainder of the day and evening.
- An incident report will be filled out and submitted to the Library Director each time a person is asked to leave the building for disruptive behavior.
- The third time someone is asked to leave the library, he/she will be informed by the staff that he/she must provide a full name, address, and phone number before being allowed to return to the library.
- After receiving the information from the patron, a letter will be sent to the patron's home (to the parents in the case of a child or teenager) which details the behavior problems and explains that the person can lose, or has lost his/her library privileges if the behavior continues.
- When a patron is barred from the Library, this means all three library facilities, and a copy of the letter verifying this will be forwarded to the Library Board, the Town Manager and the Police. If the patron appears on library property, the Police will be called and the library will press trespass charges.
- A report of illegal activities, activities that pose harm to others, or activities that could damage library equipment or facilities will be given to the Police Department or other local authorities for resolution.