



# CITY OF PALMDALE

*a place to call home*

## **Palmdale City Library**

### **Policy 221 - BEHAVIOR MANAGEMENT PROCEDURES**

Approved by the Library Board of Trustees 8/18/15

---

#### **Policy Statement:**

The Rules of Conduct Policy established by the City ensures everyone has the right to use Library services and resources provided his or her behavior does not unreasonably interfere with the rights of others to do the same.

#### **Procedures:**

In LSSI operated libraries, Library staff rely upon the Rules of Conduct Policy to maintain a safe and orderly library. To enforce the Rules of Conduct, library staff will follow a series of progressive disciplinary steps or, if the offense is serious enough, one violation may result in suspending a patron from the library for a specified period of time.

#### **1. IMMEDIATE SUSPENSION:**

Serious incidents that may result in suspension from the Library after the first incident include, but are not limited to:

- a. Physical assault, threatened assault or severe verbal abuse of a library patron or library staff member;
- b. Intentional damage to library facilities, materials, or furnishings;
- c. Theft of library property;
- d. Any illegal activity that causes serious disruption of library services;
- e. Any violation of the City's Deadly Weapons Policy;
- f. Accessing child pornography.

#### **2. PROGRESSIVE DISCIPLINE:**

Violations of the Rules of Conduct or other unacceptable behavior which may warrant progressive discipline (documented oral warnings, written warnings, etc.) include, but are not limited to:

- a. Accessing sexually explicit websites (minors or adults when children are present);
- b. Tampering with library PCs or databases;
- c. Disruption of any library activities or programs;
- d. Failure to follow library rules as directed by library staff;
- e. Intimidating others through verbal abuse, profanity, obscene gestures, or other means.

#### **3. STAFF ACTIONS WHEN BEHAVIOR POLICIES ARE VIOLATED:**

When there has been a violation of the Rules of Conduct, library staff will document each incident and take appropriate action, which may include: requesting compliance with library rules, working with parents of disruptive youth, asking the offending person to leave the library, issuing an official *Letter of Warning*, calling the police and/or issuing a *Letter of Suspension*.

#### WRITTEN WARNING:

When a patron repeatedly violates the Library Rules of Conduct, the Library Director may initiate a *Letter of Warning* as part of the progressive discipline process.

#### LIBRARY SUSPENSION:

When a violation is severe or repeated, offenders of the Behavior Management policy may be suspended from the Library and will receive a *Letter of Suspension*. The general length of suspension for an adult is one year. The general length of suspension for youth is six months or one year.

Written warnings and suspensions are initiated and signed by the Library Director and reviewed by the Library Regional Manager and City Liaison. The Police may also be consulted for advice. When necessary, suspensions can be immediately issued by a police officer or by the Library Director or designee with subsequent review by the Library Director.

Patrons may have their suspension reviewed by filing a written appeal with the Director within 14 days of the date of suspension. Appeals will be referred to the Board of Library Trustees at their next open meeting, and the patron will be notified by mail as to the date. Failure to appear before the Board will result in denial of the appeal. The decision of the Board of Library Trustees will be considered final.

The Library Director will take the following steps:

1. Determine if the violation(s) merits a written warning or suspension.
2. If so, draft a *Letter of Warning* or *Letter of Suspension* for the Library Director's signature which details the incident(s). Additionally, a *Letter of Suspension* will include the length of time of the suspension, the locations the subject is prohibited from entering, consequences of violating the suspension (arrest), and the authority of the Library Director to execute the action.
3. Mail the *Letter of Warning* or hand deliver. Send the *Letter of Suspension* by certified mail or hand deliver and note receipt. If appropriate, request the presence of a police officer prior to serving the *Letter of Suspension*. Request a report number from the police officer and provide him with a copy of the *Letter of Suspension* for his report.
4. If possible, take a photograph of the suspended offender.
5. Provide the report number and the photograph to the Police for tracking and future prosecution purposes.
6. Maintain the original forms and the police report number.
7. Have the information posted on a shared location for all staff.