

Problem Patron Policy

Sample Policy #1

Problem Patrons

Definitions

Abandonment of Minor: KRS 530.040 / A person is guilty of abandonment of a minor when, as a parent, guardian, or other person legally charged with the care or custody of a minor, he deserts the minor in any place under circumstances endangering his life or health and with intent to abandon him.

Assault: Intentional or by reckless conduct causes injury to another person.

Criminal Mischief: Intentionally damages the property of another.

Disorderly Conduct: KRS 525.060 / A person is guilty of disorderly conduct when in a public place and with intent to cause public inconvenience, annoyance, or alarm, or wantonly creating a risk thereof, he:

- a. Engages in fighting or in violent, tumultuous or threatening behavior, or
- b. Makes unreasonable noise, or
- c. Refuses to obey an official order to disperse issued to maintain public safety in dangerous proximity to a fire, hazard, or other emergency, or
- d. Creates a hazardous or physically offensive condition by any act that serves no legitimate purpose.

Harassment: KRS 525.070 / A person is guilty of harassment when with the intent to harass, annoy or alarm another person, he:

Strikes, shoves, kicks or otherwise subjects him to physical contact or attempts or threatens to do the same; or

In a public place, makes an offensively coarse utterance, gesture or display, or addresses abusive language to any person present; or

Follows a person in or about a public place or places; or

Engages in a course of conduct or repeatedly commits acts which alarm or seriously annoy such other person and which serve no legitimate purpose.

Indecent Exposure: KRS 510.150 / A person is guilty of indecent exposure when s/he intentionally exposes genitals under circumstances in which the individual knows or should know the conduct is likely to cause affront or alarm.

Jostling: Places a hand in the proximity of a person's pocket or handbag.

Larceny: Wrongfully takes, obtains, or withholds the property of another.

Loitering: KRS 525.090 / A person is guilty of loitering when he:

- a. Loiters or remains in a public place for the purpose of gambling with cards, dice, or other gambling paraphernalia, except that the provisions of this section shall not apply if the person is participating in activity defined by KRS 528.010; or
- b. Loiters or remains in a public place for the purpose of unlawfully using a controlled substance.

Menacing: Intentionally places another in fear of imminent physical injury.

Public Intoxication: KRS 525.100 / A person is guilty of public intoxication when he appears in a public place manifestly under the influence of alcohol, or a controlled substance, or other intoxicating substance, not therapeutically administered, to the degree that he may endanger himself or other persons or property, or unreasonably annoy persons in his vicinity.

Public Lewdness: Intentionally exposes the private or intimate parts of the body in a lewd manner in a public place.

Trespass: Knowingly enters or remains unlawfully (see) in or upon premises.

Unlawfully Remains: A person who, regardless of his intent, enters or remains in or upon premises, which are at the time, open to the public does so with license and privilege UNLESS HE DEFIES A LAWFUL ORDER NOT TO ENTER OR REMAIN, PERSONALLY COMMUNICATED TO HIM BY THE OWNER ON SUCH PREMISES OR OTHER AUTHORIZED PERSON.

Complaints:

Regarding Personnel---

The single most important function of the library is to serve the public. This requires, on the part of the library employee, a commitment to meeting the informational needs of library users. Respect, courtesy, patience, tact and a diligence in the use of the library's resources are necessary attributes of the library employee's relations with the public. Offensive language, such as swearing, obscenities, shouting, ethnic slurs, etc., on library property will not be tolerated.

If a patron wishes to lodge a complaint against a library employee, that patron should be directed to the Library Director. In the Director's absence, the patron may be asked if he/she would like to contact the Director later or speak with the Assistant Librarian. If the complaint is against the Director, the patron should be given the name of the President of the Board of Trustees.

Regarding Policies---

All library users have a right to question general library procedures and policies. If a patron wishes to challenge or discuss a particular library policy, he/she should be shown the policy as written in the Policies and Procedures Manual of the Bell County Public Library System, and invited to discuss the matter further, if need be, with the Director.

Regarding Selection of Materials---

All library users have a right to question general library procedures and policies. If a patron wishes to complain about a book, video, or other library material, the librarian on duty should remain calm and be receptive and nonjudgmental, offer to show the patron the policy on book selection in the Policies Manual of the _____, and give him/her a copy of the Citizen's Request for Reconsideration of an Item form. Point out that the complaint form must be completely filled out and signed to be considered. Give the completed form to the Director.

Sample Policy #2

Problem Customer

In dealing with the public, it is not usual to encounter difficult customers. To the extent that these customers exhibit criminal activity, whether felony or misdemeanor, the library is responsible for taking appropriate action, such as call the police. It is the responsibility of the library to ensure a safe place for the use of its customers and work of its staff.

Staff is urged to recognize the difference between true problem customers and the merely pesky customer. A certain degree of acceptance must be given to those unpleasant customers who are not breaking the law by their behavior but are disagreeable in manner and/or actions. Staff is not expected to allow them to interrupt their work, but is expected to treat them fairly.

Sample Policy #3

Problem Patron and Sexual Harassment Policy

Patrons and staff of the _____ have the right to enjoy an environment free from harassment or lewd conduct. Anyone, including patrons, who harasses staff or another patron, will be asked to leave the library and a report will be filed with the director. Repeated acts of harassment or acts that may escalate into violent or illegal actions will be report to the _____ County Sheriff's Department, the _____ City Police Department, or the _____ City Police Department.

Lewd acts or sexual misconduct is not appropriate in the library. Those who commit minor acts, such as teenagers who "make out" in the library, will be given one warning and then asked to leave. Serious acts and acts involving minors will be reported to the _____ County Sheriff's Department, the _____ City Police Department, or the _____ City Police Department. All serious acts will be reported to the director.