Bath County Memorial Library

Standards of Public Conduct

Bath County Memorial Library customers expect our facilities to be clean, comfortable and safe places for selecting materials, reading, researching, studying, writing, meeting other community members, and attending Library or community sponsored programs and meetings.

Any conduct that disturbs or hinders library users, staff and/or volunteers in using the Library or Library materials is prohibited.

Examples of inappropriate conduct include, but are not limited to:

1. Engaging in any activity in violation of Federal, State, local or other applicable law, or Library policy while in the library or on library property.

2. Engaging in disorderly conduct or using language likely to provoke violence.

3. Using the library property or restrooms inappropriately.

4. Being under the influence of alcohol/illegal drugs, and /or selling, using or possessing any illegal drugs, on library property.

5. Soliciting, selling, petitioning, panhandling, distributing written materials, or campaigning in the library or on library property without written library permission.

6. Being in the library without shirt, shoes, or appropriate clothing.

7. Failing to observe the Library’s Internet Use Policy or abide by the time limits for the use of the computers, other equipment, study rooms, and meeting rooms.

Failure to supervise a child, of whom you are a parent or legal guardian

Restricting or limiting the freedom of movement of others due to entering the Library with large bundles, carts, bicycles, or similar items.

8. Sleeping on library property that is owned, operated, leased, occupied, or controlled by BCPL.

The library reserves the right to respond to any and all conduct not expressly set forth herein, but which is deemed by library staff to unreasonably interfere with the use of the library by other customers or interferes with the duties performed by library employees. Enforcement of these standards will be conducted in a fair and reasonable manner. In situations where library staff members feel that the health, safety or security of library customers, staff members, volunteers, or facilities are threatened, they may take any and all appropriate action including, but not limited to, asking the customer to leave library property and /or calling the police for assistance.

Library customers who violate the Library Standards of Public Conduct may be subject to the suspension of their library privileges, be excluded from the Library and/or face legal action. To provide an orderly and pleasant public environment, any staff of the Bath County Memorial Library is authorized to determine whether a library customer is not abiding by these or other BCML policies and standards. The Director delegates to Library Supervisors and by extension any Library staff member, the authority to uphold this policy. The Director and designated staff members shall use their best discretion under the circumstances known to them at the time. Any individual who has had library privileges suspended may have the decision reviewed by the Board of Trustees.

**BCML**

**Standards of Public Conduct**

**Staff guide to enforcing the Standards of Public Conduct**

All persons have free access to the Library during the hours it is open and the right to the reasonable use of its facilities and services. The Library, however, expects reasonable behavior from its users. Anti-social or problem behavior may infringe upon the rights of others in the use of the Library. It is the policy of the Library to maintain a safe facility, free from any threat of physical violence, emotional abuse, or any form of intimidation.

Should the staff be required to enforce the Standards of Public Conduct the following steps should be taken.

1. Patrons should be given a verbal warning regarding the standards of Public Conduct – An incident report should be sent to the director immediately following the verbal warning.
2. Patrons who continue violating the Standards of Public Conduct will be given a written copy of the standards, - An incident report should be sent to the director immediately.
3. Patrons who continue violating the Standards of Public Conduct should be asked to initial the receipt of the Standards of Public Conduct included at the end of this sheet, they should also be asked to leave for the remainder of the day. An incident report should be sent to the director immediately. The Library Director will inform the Library attorney.
4. Library Patrons who have had continued issues with adhering to the Standards of Public Conduct may be issued a formal letter suspending services for periods from one day to 3 months in egregious cases. Patrons may also be banned from the Library in the most severe cases of misconduct with consultation between the Library Director, Attorney, and President of the Board of Trustees.

Additionally the Library staff may contact law enforcement personnel to pay a courtesy visit, or to assist Library staff with patrons who are engaged in legal misconduct.

Staff should observe the following guidelines in applying the Standards of Public Conduct:

* Respect for other Library users and staff shall prevail at all times.
* Consumption of food and beverages in areas not designated for these activities.
* Tobacco use is prohibited inside the Library. This includes all tobacco related products, IE vaping, smoking, chewing tobacco, e-cigarettes, etc..
* Shoes and shirts are required at all times while using the Library.
* Public restrooms may not be used for bathing.
* No animals are permitted, except those assisting persons with disabilities.
* Use and possession of controlled substances on Library property is prohibited.
* Criminal mischief to Library property is not permitted.
* Begging, soliciting, or gambling is not permitted.
* The Library maintains the right to inspect all packages of visitors entering or leaving the Library.
* Any behavior that endangers safety or health.
* Violation of any local, state or federal law.
* Vandalism or deliberate destruction of library property or materials.
* Theft of library materials or the personal property of other patrons or staff members.
* Deliberate disruption of library services.
* Panhandling, soliciting and loitering.
* Failure to supervise a child, of whom you are a parent or legal guardian, so that he or she does not disturb other persons in the library or damage library property.
* The Library has the right to restrict visitors from entering the Library with large bundles, carts, bicycles, or similar items.

Anyone who refuses to leave the Library at the request of a staff member is guilty of criminal trespass and is subject to arrest and prosecution.

The Library may take appropriate legal measures to enforce these behaviors or to prevent access to individuals who refuse to comply.

**Problem Patrons**

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 difficult 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 members are not expected to allow them to interrupt their work, but are expected to treat them fairly.

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, this person 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:

* 1. Engages in fighting or in violent, tumultuous or threatening behavior, or
	2. Makes unreasonable noise, or
	3. Refuses to obey an official order to disperse issued to maintain public safety in dangerous proximity to a fire, hazard, or other emergency, or
	4. 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, this person:

* Strikes, shoves, kicks or otherwise subjects any person 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 such a person:

* 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
* 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 appearing 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 THE PERSON DEFIES A LAWFUL ORDER NOT TO ENTER OR REMAIN, PERSONALLY COMMUNICATED TO SUCH PERSON 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/they 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 Assistant Director of Operations.

Bath County Memorial Library

Standard of Public Conduct

Incident Report

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Staff Member Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Patron Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Patron Library Card:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Patron Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Patron Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Is the Patron a Juvenile: Yes ( ) No ( )

Please describe Standard of Public Conduct incident:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please check the following:

Verbal Warning Issued ( ) Patron Asked to Leave Library ( )

Written Warning Issued ( )

Was law enforcement notified \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Courtesy call requested ( ) Assist Library staff requested ( )

Additional Notes:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_