

East Greenbush Community Library

10 Community Way
 East Greenbush, NY 12061
 Eastgreenbushlibrary.org
 518-477-7476



POLICY NAME	Disruptive Behavior Policy			POLICY NO.	9
EFFECTIVE DATE	8/17/1999	DATE OF LAST REVISION	2/19/2013	VERSION NO.	3

APPLIES TO Apply group names to define applicable areas of staff.					
Staff		x	Patrons		x
Board		x			

VERSION HISTORY				
VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR
1	Board	8/17/1999	Adoption	Michael Poost
2	Board	10/15/2002	Amended	Michael Poost
3.	Board	2/19/2013	Amended	Michael Poost

Policy

The Board of Trustees of the East Greenbush Community Library recognizes that at times staff members must deal with disruptive behavior(s). It is the responsibility of the Library staff to maintain as safe and pleasant an environment as possible for all Library patrons. The Library Board authorizes staff to take appropriate measures to deal with disruptive behavior(s).

Disruptive behavior is defined as any behavior(s) that interferes with the normal functioning of the library. Disruptive behaviors include, but are not limited to, the following: violence, either verbal or physical, directed at patrons or staff; verbal behavior that is insulting, harassing or abusive to patrons or staff; loud and/or intrusive behavior that interferes with or alarms patrons or staff; behaviors that illegally remove or damage or may damage library materials or resources; and behaviors that violate the library's posted "Rules of Conduct".

The following behaviors will result in immediate expulsion from the library and a complaint registered with the Police. Library privileges may be suspended for the behaviors stated below as well as persistent, willful violations of the Library's posted rules of conduct.

- Stealing, damaging or altering library property.
- Threatening physical, written or electronic behavior
- Verbally abusive or obscene language toward patrons and/or staff.

The length and extent of Library privilege suspension is at the discretion of the Director. The Disruptive patron will be notified verbally of the terms of the suspension followed by a certified letter, return receipt requested. If the Disruptive Patron is a minor, their parent(s) will be notified.

All other disruptive behavior will be dealt with in a progressive manner as outlined in the progressive procedures. (attached)

An incident report (attached) will be filed with the Director within 48 hours of the event.

Incidents that require the intervention of the Director will be reported to the Board in the Director's report.

Other policies that apply to Safety include the Harassment and Safety Policies in the Staff Manual.

PROGRESSIVE PROCEDURES FOR DEALING WITH DISRUPTIVE BEHAVIOR

1. Patron will be told that the behavior must be stopped
2. Request to stop will be repeated. Warning of expulsion will be administered
3. Patron will be asked to leave. If resistance experienced, police will be called.

Procedures for dealing with a problem patron shall be divided in two categories:

Adult

- Staff member will follow the procedure outlined above
- Librarian in charge will be notified
- If patron refuses to leave the staff member will notify their supervisor who will notify the police to remove the patron.
- Refer question of pressing charges, if any, to the Director.
- If action is presumed unlawful, staff member should call the East Greenbush Police immediately.
- File an incident report.

Child

- Staff member will follow procedure outlined above
- If the child refuses to leave;
- Name of child and of parent and parent contact information will be obtained. If the parent cannot be reached the police will be called. Report the disturbance to the dispatcher, noting that the person in question is a juvenile and request police assistance. If the staff member is unable to ascertain the child's and/or parent's name, the police should be called as described.
- Refer possibility of further legal action to the Director.

- If the action is criminal, staff member should call the police and the parent, if known, immediately.
- File an incident report.

IF A STAFF MEMBER AT ANY TIME FEELS THREATENED OR AT RISK, DO NOT HESITATE TO PUSH THE PANIC BUTTON AND/OR CALL 911.