

Appleton Public Library Security Policy

Purpose

To maintain a safe and secure environment for the Library staff and the public.

Policy

1. The Library will monitor public behavior using staff and security equipment, subject to provisions of Wis.Stat.43.30 and the Library's Privacy Policy.
2. Inappropriate behavior will be addressed with a response proportionate to the severity of the behavior.
3. Enforcement of this policy is the responsibility of all Library staff.
 - a. All staff members are expected to deal with problems they encounter.
 - b. Any staff member has the right to ask others for assistance and should provide assistance when requested.
 - c. Any staff member may contact the Appleton Police Department at any time to preserve his or her own safety, the safety of Library users or for assistance in enforcing policy and preserving the library environment as defined by the policies adopted by the Library Board of Trustees.
 - d. Supervisors, professional librarians and monitors are expected to have a greater awareness of policy and willingness to step in and serve as a resource in helping other staff deal with problems.
 - e. Library staff who have acted in their best judgment in confronting a person on violations of policies and rules will be supported by their supervisor, the librarian in charge and the administration.
4. Response to problems:
 - a. Any staff member observing serious criminal behavior, such as assault, robbery, child pornography, child endangerment, etc. should contact Police immediately, followed by contacting the librarian in charge or supervisor.
 - b. While evictions from the library are covered under 5.c. below, the Library Board delegates authority to ban people from the Library for an extended period of time to the Director and Assistant Director. If the Director and

Assistant Director are unavailable, a Section Supervisor may ban an individual for up to 14 days. Individuals may be banned for a limited time, indefinitely pending some specified legal condition, or permanently. The length of the ban will depend on the following factors, as applicable, though other factors may be relevant in specific cases:

- i. Severity of offense
 - ii. Repeated offenses
 - iii. Likelihood of possible continued offenses
 - iv. Safety of staff and patrons
- c. When an individual is banned, that person and the Police will be notified, and the information will be made available to Library staff. Should a banned individual return to the library in violation of the ban, staff should contact the Police.

Any staff member may stop someone from using equipment if the use violates rules or policy, or may contact a supervisor, as the situation warrants. Supervisors or Administration may bar patrons from using the equipment for a period of time or permanently.

- d. Any staff member may issue a verbal warning or may refer a problem to a monitor, supervisor or the librarian in charge.
- e. Any staff member may evict a patron for violations of library rules or policies. Eviction will generally be from the library as a whole, not just an area, and is generally for the balance of the day. In the case of juvenile patrons, staff may contact their parents or guardians.
- f. Any staff member is authorized to request identification from library users as necessary and appropriate for safety and security, or when library rules have been violated. Refusal to identify oneself under these circumstances may be grounds for contacting the Police. Staff has the right to take photographs of patrons as needed to identify them for security purposes.

5. Classes of behavior and responses:

- a. Class 1 - serious danger or overt criminal behavior, including but not limited to:
- i. fighting or combative behavior
 - ii. alcohol or drug intoxication
 - iii. possession of weapons
 - iv. exhibitionism
 - v. inappropriate, overt, unwelcome sexual behavior
 - vi. threats
 - vii. refusal to leave when asked
 - viii. physical abuse

- ix. stalking
- x. possession of alcohol, except as part of an approved program
- xi. possession of illegal drugs
- xii. child pornography
- xiii. theft, including theft of library materials
- xiv. vandalism

Staff response will usually include calling the Police and eviction and/or banning.

- b. Class 2 - potentially serious, including:
 - i. verbal abuse of staff or other patrons
 - ii. loitering in a manner that interferes with others
 - iii. excessively emotional, hostile, threatening or uncontrolled behavior
 - iv. use of loud profanity, obscenity or obscene gestures
 - v. intentional entry into restricted areas of the building
 - vi. panhandling
 - vii. intrusive behavior, including staring at or following staff or patrons with the intent to annoy, harass them, violate privacy, or interfere with staff performance of duties or patrons use of the library

Staff response will vary according to the severity of the disruption or threat, ranging from a warning through calling the Police to immediate eviction and/or banning.

- c. Class 3 - annoying or disruptive, including:
 - i. Bodily hygiene which is so offensive that it is a nuisance to patrons and staff.
 - ii. loudness and/or talking in monologues
 - iii. monopolizing the time of Library staff
 - iv. inappropriate public displays of affection
 - v. blocking the Library entry or sidewalk in front of the building
 - vi. loud profanity or obscenity in front of the building or in the parking lot
 - vii. other violations of the Rules of Conduct Policy

Staff response will vary according to the severity of the disruption, ranging from tolerance to warning. In severe or repeated cases, eviction, calling the Police or banning may follow.

- 6. The Library staff will communicate disciplinary actions with one another, including reports to the supervisor, monitor or librarian in charge. Disciplinary actions beyond verbal warnings should be documented by Library staff.

--adopted by the Library Board of Trustees, May 8, 2002. revised April 14, 2005, revised June 12, 2007