

Placentia Library District

POLICY HANDBOOK

POLICY TITLE: Patron Exclusion Policy

POLICY NUMBER: 6067

According to the Placentia Library District Policy 6065 – Public Behavior Policy, persons who violate the code of conduct will be asked to cease the behavior by library personnel. After being warned, if behavior persists, then the violator will be asked to leave the premises for the day. The first occurrence requiring staff to order person to leave results in the person being excluded from library premises for one day to one week to one month; any future occurrence earns twelve months.

According to the Placentia Library District Policy 6065 – Public Behavior Policy, persons who violate the code of conduct will be asked to cease the behavior by library personnel. If a person exhibits behavior violates the code of conduct and constitutes a threat to other library patrons, library volunteers, and/or library staff or otherwise disrupts the operations of the library, then the library can ban a patron from the library premises. This procedure details the process for banning an offending patron for periods less than one year.

1. Library supervisors, managers and/or their designee have the authority to ban from the library premises for predetermined time periods patrons whose inappropriate behavior has been documented adequately by following the procedures outlined below:.

At the discretion of the librarian on duty, and in consideration of the severity of the offense:

- First Offense: Two verbal warnings
- Second Offense: Written warning and suspension of privileges for one (1) day.
- Third Offense: Suspension of privileges for 7 days. Patron is to receive and sign a copy of the District Policy Violation Form (Appendix A). A copy of the signed form is to be kept on file at the District. The Library Director and the Library Board of Trustees are to be informed of any violations at the third offense or higher.
- Fourth Offense: Suspension of privileges for 30 days. Patron to be informed by registered letter (Appendix B), which is to include a copy of the Internet and Computer Access Policy and signed District Policy Violation Form on file at the District*. Subsequent or severe violations may result in permanent suspension of library privileges in accordance to policies 6065 and 6067.
- Fifth Offense: Suspension of privileges for one year and the Library Director and Board will decide further actions.

* For minors, the letter will be addressed to “The Parent or Guardian of” the offender. Internet and Computer Access Policy 6020.

2. In the event that a patron’s behavior constitutes a perceived imminent serious threat to Library property, other library patrons, volunteers, and/or staff, library personnel may call the police for assistance. The Library Director has the authority to ban from the library premises for a period of twelve months any individual whose behavior is a sufficient threat to the ability of the library to operate in a safe manner or whose behavior prevents staff, volunteers, and/or patrons from using the library services, furniture, facilities and materials for their intended purposes. Permanent and/or indefinite ban

will require a decision by the Library Board of Trustees with exception of emergencies or time sensitive occurrences.

3. If an individual who has been excluded attempts to return to the library premises, such an act will be considered trespassing and the police will be called to remove the person from the library premises.

4. Banning or exclusion from library premises denies the patron access to the building, grounds and services of the Placentia Library District. The patron may still access from an offsite computer the Library's webpage. The individual's library card will be blocked.

5. If the individual who has been banned for twelve months wishes to appeal this decision, then the notification must be made in writing to the Library Director within ten (10) days from the date of the exclusion. The appeal will be heard at the next regularly scheduled meeting of the Library Board of Trustees. Trustees will decide by a majority vote to uphold the exclusion if the behavior is a sufficient threat to the ability of the library to operate in a safe manner or if the behavior prevents staff and patrons from using the library services, furniture, facilities and materials for their intended use. The ban will be in effect until this vote is taken. Trustees will instruct the Library Director to contact the person making such an appeal by letter and inform him/her of the decision of the Board.

6. It is the sole responsibility of the individual banned for twelve months to apply for reinstatement of library privileges; these are not automatically available at the end of the period of exclusion. The person notifies the Library Director that he/she plans to attend the regular meeting of the Library Board of Trustees to request reinstatement of his/her library privileges. This request may be made only after the twelve months has been completed. The ban will be in effect until this vote is taken. Trustees will instruct the Library Director to contact the person making such an appeal by letter and inform him/her of the decision of the Board.

7. Following the reinstatement by the Library Board of Trustees of a patron whose privileges had been revoked under this policy, it is understood that even one new violation of the Placentia Library District Policy 6065 – Public Behavior Policy can result in the individual being banned for an additional year from the Placentia Library District.