

Jordan Bramley Library
External Harassment and Code of Conduct Policy

The Jordan Bramley Library promotes a culture of Respect.

To promote this culture, staff and patrons will make the library a safe and respectful place for all.

The library promotes the values of: exemplary service, lifelong learning, intellectual freedom, and innovation.

To promote a culture of respect and the values of the library, staff members are resourceful, empathetic, smart, creative, courteous, kind, empowered, and work together as a team.

To promote a culture of respect, patrons are kind and courteous to others.

Staff members:

Your safety is the primary concern.

You are NOT responsible for a patron's or member of the public's emotions or behavior.

You and other patrons have a right to be in a library environment free from harassment and inappropriate behaviors that disturb or threaten yourself or others.

You and all employees of the library have a right to be free from harassment in any form from any member of the public, patrons, other employees, board members, vendors, volunteers.

A Library staff member will follow these steps for any encounter of harassment by any person not affiliated with the Library while you are working in the library.

1. Contact the Library Director to file a complaint
2. If you feel your original complaint was not handled satisfactorily, contact a library trustee.
3. Complete an incident form for the board of trustees to review and take appropriate action

A Library staff member will follow these steps for any behavior the staff member deems inappropriate by a patron:

1. Tell the patron (offender) to stop the inappropriate behavior
2. If the behavior continues, issue a second warning
3. If the 2nd warning does not lead to the behavior ceasing, tell the patron to leave the building (ask for assistance from the Director or other staff if possible)
4. If the patron refuses to leave, tell them the authorities will be notified and follow through with notification
5. Walk away from any situation if necessary and seek assistance immediately if you feel threatened
6. Complete the incident report which will be kept in a log book for other staff to be aware of (NO incident is too small; log book will help other staff members' awareness of a difficult patron)
7. Inform the Director; the Director will apprise the Board

Any violation may result in a patron's privileges being limited or revoked, removal of a patron from the library, or criminal prosecution if conduct constitutes a violation of the law.

If privileges are revoked, a patron may request a meeting with the Director and a Trustee to review the incident report. The library board of trustees will vote to revoke and/or reinstate privileges to the patron.

Patron Code of Conduct

Behave in a manner that does not interfere with another person's ability to use and enjoy the library or prohibit staff from providing services to others.

Noise Levels: keep at a level to avoid disturbing others by:

- Lowering voices
- Use headphones on low volume
- Silence cell phones
- Talk quietly

Parents/guardians remain responsible for the safety of their children

Pets/animals are prohibited unless prior permission from the Director has been given

Food/drink is allowed. Patrons must pick up after themselves. Privilege can be revoked at library staff discretion.

ALL unacceptable behaviors are determined by and at the discretion of library staff members. These unacceptable behaviors include but are not limited to

Monopolizing library equipment, resources, or staff time

Theft, defacement, destruction of library property

Use of tobacco, drugs, or alcoholic products

Any act that endangers the safety of self or others

Harassment or behaving in a threatening or abusive manner: including verbal threats, offensive staring or offensive gesturing, physical touching, photographing/filming without person's permission

Horseplay, roughhousing, running

If Library privileges are Revoked:

1. Immediate dismissal from the Library
2. Director can impose a 30 day suspension
3. The Board of Trustees may invoke longer suspensions

Board approved: 4/16/2024

Board review by: 4/16/2029