

Mukwonago Community Library
Problem Behavior Procedures
Approved: 21 June 2018

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- I. Purpose**

The Mukwonago Community Library Board of Trustees has established these Problem Behavior Procedures to ensure that the library is a safe and welcoming atmosphere providing equitable access to materials and services for all library users. In order to maintain this atmosphere, it is important that the library staff set an example of appropriateness, so that patrons in turn, will be influenced to act with consideration for others, in order that the rights of all library users may be protected.
- II. Patron Responsibilities and Code of Conduct Guidelines**
 - (A) No food is allowed in the library, except when provided for library sponsored programs or by special arrangement. Drinks are allowed in covered containers.
 - (B) Running is not permitted within the library.
 - (C) Disruptive or rowdy behavior will not be tolerated. Disruptive behavior includes, but is not limited to, loud talking and laughing, throwing objects and boisterous

behavior. This also includes the use of offensive, threatening, harassing, or abusive language and gestures. All conduct that disrupts the use of the library facilities, staff, collections, or services is prohibited.

- (D) No fighting, whether real or pretend, will be tolerated. Patrons will be asked to leave immediately.
- (E) Patrons are asked to be considerate of others by keeping phone ringers at a low volume. If a patron must accept a call, patrons will be asked to take the call in the foyer of the library.
- (F) No fighting or harmful behavior will be tolerated in the library or on the library property towards other patrons or library staff. Law enforcement and parents of minors will be notified of such behavior. Offenders will be expelled from the library.
- (G) Chairs, tables and other furniture are not to be moved without the permission of a staff member.
- (H) Shoes and shirts must be worn at all times within the library.
- (I) Skateboarding, bike riding, rollerblading, or skating are not permitted on library property. Parking of bicycles either in the foyer or in front of the entrance doors is prohibited. Bikes must be parked in the bike racks provided. See Village of Mukwonago Municipal Codes Sec. 82-271 and 82-265 for further information.
- (J) Animals, except for service animals, are not permitted in the library.
- (K) Smoking, vaping (electronic cigarettes), and chewing of tobacco are prohibited on library property. See Wisconsin State Statute 101.123, 2 for further information.
- (L) No soliciting is allowed on library property. This includes selling anything such as raffle tickets, candy, items for personal gain or charitable causes, begging, surveying by non-library groups, panhandling, or circulating petitions.
- (M) No weapons or firearms are allowed on library property.
- (N) Vandalism to any library property will not be tolerated. Vandals will be expelled from the library and held responsible for all damage caused. Parents of minors will be notified.
- (O) Loitering at entrances, in the library foyer, walkways, restrooms, the parking lot, or other non-study areas will not be tolerated. For the purposes of these procedures, loitering is defined as staying in such an area for more than 15 minutes.

- (P) Prolonged or chronic sleeping or napping is not allowed.
- (Q) Damaging, defacing, or misusing library materials, equipment, or facilities will not be tolerated.
- (R) Possessing or using alcohol or controlled substances on library premises is not allowed.
- (S) Adults may not be in the children's or teen areas unless they are with a child or teen, or are retrieving materials for a child or teen. These areas are meant for the use and enjoyment of children and their parents and the presence of solo adults is often uncomfortable and disruptive.
- (T) The library's public restroom facilities are not an appropriate place to conduct personal bathing or laundering activities. Patrons needing to bathe or to launder items are to be referred to appropriate facilities for these activities.
- (U) Violation of any other library policy will be considered an offense of the code of conduct.

Those not following these behavior expectations or being continually disruptive will be given a warning. If after a second warning the behavior continues he/she will be asked to leave the library. Recurring or extreme incidents could result in expulsion from the library and possible involvement of law enforcement. See Appendix A for Patron Expulsion Staff Report.

III. Children

The Mukwonago Community Library welcomes and encourages visits by children, and it is our desire to make this important visit both memorable and enjoyable for the child. Library staff is not expected to assume responsibility for the care of unsupervised children in the library. The library is not equipped—and it is not the library's role—to provide long- or short-term childcare. The library assumes neither responsibility nor liability for the actions, care, supervision or safety of minors.

Therefore, all children under the age of 8 must be accompanied by a parent or designated responsible person, and be in sight of that person, while in the library. Also, if the young child is attending a library program, we require the parent/responsible person to remain in the library throughout the program. This responsible individual must supervise, guide and control the behavior of their charge or charges at all times.

IV. Unattended Children / Animals left in Vehicles

In the event children or animals are left unattended in a parked or running vehicle, staff will initiate the following guidelines:

- (A) A staff member will announce over the public address system the car type with license plate and request for the patron to come to the Circulation Desk.
- (B) Should the owner be unresponsive to the message announcement, staff are to call the Mukwonago Police Department (Non-Emergency: 262-363-6434 or ext. 1221) and alert them of the situation.

V. Theft

Wisconsin State Statutes- 943.20. Whoever intentionally takes and carries away, uses, conceals, or retains possession of moveable property of another without consent and with intent to deprive the owner permanently of possession of such property. In the event of theft of property from a patron, when the patron reports the theft, the staff member should always ask the patron if they wish to file a report with the police and offer the use of a library phone to file the report. Inform the patron that the library cannot file the report for them.

VI. Staff Guidelines to Infractions of the Problem Behavior Procedures

The policies and procedures adopted by the Mukwonago Community Library Board of Trustees are to provide a broad, general direction that is intended to ensure fairness and to provide staff with the ability to act with confidence. Enforcement of the policies listed under 'Patron Responsibilities and Code of Conduct Guidelines' can only be successful to the extent that several general principles are observed:

- (A) Everyone is responsible. All staff members should be familiar with the 'Patron Responsibilities and Code of Conduct Guidelines' and are expected to play their part in keeping the library as pleasant of an environment for the public as possible. It's also important for staff members to be supportive of one another.
- (B) Be aware of who is in charge. When the Library Director is available, she/he is in charge. If she/he is not available, the most senior librarian is in charge.
- (C) Be consistent and fair in enforcement.
- (D) Maintain a calm, nonjudgmental manner when dealing with a situation.
- (E) Explain the consequences clearly to the patron and the steps that will be taken if the problem persists.
- (F) Never touch a problem patron (unless it is very clearly to defend yourself).
- (G) If the behavior is determined to be illegal (i.e. battery, possession of controlled substances, criminal damage to property, disorderly conduct, harassment, or theft of library property), library staff are to immediately notify the police – **911**.

- (H) Dangerous or illegal activities outside of the library's jurisdiction (i.e. situation occurring on the playground equipment, the baseball field, or of illegal activity in the street), library staff are to immediately notify the police – **911**.

VII. Emergency Numbers

- Emergency Number: **911**
- Police Department (Non-Emergency): 262-363-6434 or ext. 1221
- Fire / Ambulance Department (Non-Emergency): 262-363-6426 or ext. 3401
- Department of Public Works: 262-363-6447 or ext. 7100
- Mukwonago Village Hall: 262-363-6420 or ext. 2104
- Library Director, Angela Zimmermann: 414-899-2965

Appendix A: Patron Expulsion Staff Report

To be completed by Library Staff and given to Library Director:

Patron Name:

Date:

Reason for Expulsion:

Name of staff member completing form:

Banned Until (For Library Director only):

Comments:

Because of the behavior listed above, this patron has been banned from the Mukwonago Community Library. You may file a written request to the Library Director, Mukwonago Community Library, 511 Division Street, Mukwonago WI 53149, to reconsider this ban from the library.

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Appendix B: Process for Appealing Expulsion

Because of your behavior, you have just been banned from the library for an extended amount of time. If you wish to appeal this action, please fill out the form below and mail to: Mukwonago Community Library, 511 Division Street, Mukwonago WI 53149. The Mukwonago Community Library Board of Trustees will convene within a reasonable amount of time to consider your request. You may be asked to appear before the Mukwonago Community Library Board of Trustees.

Patron Name:

Date:

Reason expulsion should be voided:

Signature:

Appendix C: Accident / Incident Report Form

Date of Accident / Incident: _____

Description of Accident / Incident: _____

What Action was taken?

Names / Addresses / Phone Numbers of Person / Persons involved in the incident:

Names / Addresses / Phone Numbers of Person / Persons witnessing the incident:

Signature and Date of Staff Member filling out report:

LIBRARY DIRECTOR OR SUPERVISOR IN CHARGE TO COMPLETE SECTION BELOW

What, in your opinion, caused the accident / incident?

What, in your opinion, can be done to prevent a reoccurrence of this accident / incident again?

Date Reviewed: _____

Director / Supervisor Signature: _____

Revision History

- 07 September 2017** Problem Behavior Procedures draft presented to the Policy Committee. Note that Problem Behavior Policy is being considered more procedural and to be titled Problem Behavior Procedures.
- 12 October 2017** Problem Behavior Procedures draft #2 presented to the Policy Committee.
- 16 October 2017** Updated Problem Behavior Procedures replace Problem Behavior Policy as motioned by the Mukwonago Community Library Board.
- 21 June 2018** Revised Section II, Patron Responsibilities and Code of Conduct Guidelines to include no personal bathing or laundering activities in the library's public restroom facilities. No other changes recommended. Approved by Library Board.