

II. Customer Service and Safety

A. POLICY STATEMENT

The Pamunkey Regional Library (“PRL” or “Library”) strives to make each visit to the Library pleasant, safe, and successful. Towards this end, PRL is committed to providing welcoming and secure environments at each of its branches. Library customers’ knowledge of prohibited behavior or activities, and their agreement to abstain from such behavior or activities, are central to PRL consistently fulfilling its commitment.

1. At least two Library staff members will be present at all times the Library is open for business or when assisting the public.
2. PRL expects that its customers will be respectful of other customers, staff, and Library facilities.
3. Library personnel will respond to behavior and actions inconsistent with the orderly conduct of Library operations on the part of Library customers.
4. Library personnel may intervene with the behavior of Library customers to prevent injury to the customer or others or property damage.
5. PRL assumes no responsibility for children, or others who cannot be responsible for themselves, who are unattended on Library premises.
6. A Library customer’s engaging in prohibited behaviors and activities may result in revocation or suspension of Library services as defined in *PRL Library Policies, II. Customer Service and Safety, C. Revocation or Suspension of Library Services*.
7. Illegal activity will be reported to the local Sheriff’s Office or other appropriate authority.
8. Each Library branch shall post a notice detailing prohibited behavior and activities in a conspicuous place so as to ensure Library customers are aware of them.

B. PROHIBITED BEHAVIOR AND ACTIVITIES

1. Engaging in any behavior that is disruptive or disturbing to other customers or Library operations.
2. Harassing, threatening or intimidating language or behavior directed towards other customers or Library staff.
3. Damaging Library materials or property, or removing them without permission.
4. Making improper or unsanitary use of Library restrooms.
5. Smoking or vaping in the Library or near Library entrances.
6. Drinking alcohol in the Library or on Library grounds.
7. Failing to adequately supervise children or others requiring care while on Library grounds.
8. Entering staff areas or workspaces.
9. Soliciting customers, volunteers, or staff, or distributing materials in the Library or on Library grounds.

10. Committing or attempting to commit any activity that would constitute a violation of criminal law.
11. Using audio equipment, cell phones, or other devices at a level which can be heard by others.
12. Intentional mishelving or reshelving materials.
13. Presenting with inadequate attire, including lack of shoes and shirts.
14. Obstructing or monopolizing Library space after being asked by Library staff to stop.
15. Carrying or consuming beverages in uncovered containers.
16. Bringing animals, other than trained service animals, inside the Library.

C. REVOCATION OR SUSPENSION OF LIBRARY SERVICES

The Library Director or designee has the authority and responsibility to revoke or suspend Library use for cause in accordance with the criteria set out in these policies, and as deemed necessary by the Director to avoid disruption of Library operations. Such cause may include prohibited behaviors and activities defined in Section II. B. of these policies.

The Library reserves the right to require those who do not comply with these policies to leave the premises, or to suspend their Library privileges. A customer may appeal a suspension by requesting in writing and signed no sooner than 14 days after the suspension. The customer will be notified by the Branch Manager if reinstatement has occurred or if the customer needs to reapply in writing after a specific time period.

Depending on the seriousness of the violation or in the case of repeated offense, Library customer may be **BARRED** from use of any services of the Library, including access to the Library premises, only at the specific direction of the Library Director or their designee. The Library customer will be informed by written letter from the Director if they are barred from the Library, with an opportunity for the Library customer to respond.

STAFF PROCEDURES:

1. Library staff must always inform the customer when an “Alert” appears on their record. Staff may print out the information from Workflows, and give it to the customer.
2. Circulation privileges will be automatically BLOCKED by WorkFlows when the library customer has more than \$5.00 in bills.
3. Library staff must respond to behavior or actions inconsistent with the orderly conduct of Library operations on the part of library customers as follows:
 - a. Staff will give the library customer a verbal warning.
 1. If the person to whom the warning is given is a child or other person who is not responsible for themselves, staff will inform the parent/guardian accompanying that person about the warning.
 - b. If the behavior does not change or end, staff will give a second verbal warning and tell the library customer their library privileges may be suspended.
 1. If the person to whom the warning is given is a child or other person who is not responsible for themselves, staff will inform the parent/guardian accompanying that person about the second warning.
 - c. If the behavior continues, after two warnings, staff will suspend the library customer’s privileges related to the offense.
 1. If the person to whom the warning is given is a child or other person who is not responsible for themselves, staff will inform the parent/guardian accompanying that person about the suspension of privileges.
 2. If the person to whom the warning is given is a child or other person who is not responsible for themselves, and the person is unaccompanied, staff will contact the parent/guardian about the suspension of privileges.
 - d. Staff may tell the library customer to leave the library premises.
 - e. If a customer becomes belligerent or threatening, or refuses to leave library premises when told to do so, staff will call 911.
4. When staff has suspended any library privilege, **STAFF MUST**:
 - a. Record suspension in the Notes field of the customer’s library card in the following manner: SUSPENSION: particular privilege, Staff Member (put your actual name), Branch code (A,T,G,H,M,N,R,U,W) and date. For example: SUSPENSION: computer privileges, Patty Franz, U, 7/15/05
 - b. Inform the Branch Manager and Library Administration of the incident.
5. Customer may appeal this decision by requesting in writing and signed no sooner than 14 days after the suspension. The customer’s letter

requesting reinstatement should be kept on file at Library Administration. The manager and Deputy Director may confer on reinstating the privilege. The customer will be notified by the Branch Manager if reinstatement has occurred or if the customer needs to reapply in writing after a specific time period.

6. When staff has reinstated any library privilege, **STAFF MUST:**
 - a. Record reinstatement in the Notes field of the customer's library card by first hitting the 'Insert' key and placing the new Note in front of the Suspension note. It should read as follows: REINSTATEMENT: particular privilege, Staff Member (put your actual name), Branch code (A,T,G,H, M,N,R,U,W) and date. For example: REINSTATEMENT: ILL privilege, Sue Brown, M, 1/03/06
 - b. Do not erase or type over 'Suspension' note!
7. Library customers may be **BARRED** from use of any services of the library, including access to the library premises, only at the specific direction of the Library Director or their designee. Library customers will be informed by written letter from the Director if they are barred from the Library, with an opportunity for the library customer to respond.