

The West Bend Public Library will provide a safe, comfortable environment that is conducive to the use of library materials either by individuals or small groups.

Patrons using the library are expected to behave in a way that is appropriate to the library's purpose as stated above. Therefore, the following kinds of behavior are prohibited:

1. Any behavior that is illegal
2. Any behavior that endangers oneself or others
3. Any behavior that is disruptive of the library environment
4. Any behavior that is abusive to staff members or other patrons
5. Any use of the library that interferes with the library's purpose

All staff members have the responsibility of enforcing the policy.

Procedures:

1. Staff members are to use their best professional judgment when enforcing this policy.
2. The goals of staff action will be to curtail a patron's inappropriate behavior, and to encourage the patron to behave appropriately in the library.
3. Response to any incident should occur as soon as possible after the incident begins.
4. Except in cases where the staff feels in physical danger, they will discuss the inappropriate behavior with the patron, suggest alternatives, and if necessary state the consequences of continued inappropriate behavior.
5. In cases where an illegal or highly dangerous incident occurs, the staff is authorized to call the local police or county sheriff.
6. In cases where a juvenile refuses to behave appropriately in the library, the staff is authorized to call the juvenile's parent or guardian.
7. In cases where a patron continues to behave in an inappropriate manner after staff has warned the patron that such behavior is inappropriate, the staff is authorized to tell the patron to leave, and to call the local police or county sheriff if the patron refuses.
8. Staff shall document all inappropriate behavior that has been discussed with a patron and placed in the Incident File, for future reference.

Revised Feb 2015