

Appleton Public Library Security Policy

Purpose

The purpose of this policy is to maintain a safe and secure environment for the library staff and the public in accordance with the library's Rules of Conduct Policy.

Policy

1. The library will monitor public behavior using staff and security equipment, subject to provisions of Wis.Stat. § 43.30 and the Library's Privacy Policy.
2. Inappropriate behavior of any library patron will be addressed with a response proportionate to the severity of the behavior.
3. Enforcement of this policy is the responsibility of all library staff.
 - a. All staff members are expected to deal with any inappropriate behavior they encounter.
 - b. All staff members have the right to ask other staff members, security and/or the police for assistance and should provide assistance when requested.
 - c. All staff members may contact the Appleton Police Department ("APD") at any time to preserve his or her own safety, the safety of library users or for assistance in enforcing this policy and preserving the library environment as defined by the policies adopted by the library Board of Trustees ("library board").
 - d. Supervisors, professional librarians and Operations Clerks are expected to have a greater awareness of this policy and exhibit a willingness to step in and serve as a resource in helping other staff deal with problems.
 - e. Library staff who have acted in their best judgment in addressing violations of library policies and any other law, rule or regulation will be supported by their supervisor, the librarian in charge and the administration.
4. Response to Inappropriate Behavior:
 - a. Any staff member observing Class 1 behavior, as defined in Section 5(a) below, must contact the APD immediately, followed by contacting the librarian in charge or their supervisor.
 - b. The library board delegates authority to restrict people from the library for an extended period of time to the Library Director and Assistant Library Director. If the Director and Assistant Director are unavailable, a Section

Supervisor may restrict an individual for up to fourteen (14) consecutive days.

- c. The library board may also restrict individuals from entering the library for the following time periods:
 - i. A specified limited time,
 - ii. Indefinitely, pending some specified legal condition or ruling, or
 - iii. Permanently.
- d. The length of the restriction will depend on the following factors, as applicable, though other factors may be considered in specific cases:
 - i. Severity of offense,
 - ii. Prior and/or repeated offenses,
 - iii. Likelihood of possible continued offenses, and/or
 - iv. Safety of library staff and patrons
- e. When an individual receives a library restriction, that person and the APD must be notified within 2 business days- of the restriction in writing by the Library Director or designee, and the information will be made available to library staff. Should a restricted individual return to the library in violation of the restriction, staff should contact the APD.
- f. Any staff member may stop someone from using equipment if the use violates rules or policy, or may contact a supervisor, as the situation warrants. Supervisors or administration may bar patrons from using the equipment for a period of time or permanently.
- g. Any staff member may issue a verbal warning or may refer a problem to a monitor, supervisor or the librarian in charge, unless it involves a Class 1 offense pursuant to sections 5(a) herein, in which case the APD must be contacted.
- h. Any staff member may evict a patron for violations of library rules or policies. Eviction will generally be from the library building as a whole, not just an area, and is generally for the balance of the day. In the case of juvenile patrons, staff may contact their parents or guardians.
- i. All staff members are authorized to request identification from library users as necessary and appropriate for safety and security, or when library rules have been violated. Refusal to identify oneself under these circumstances may be grounds for contacting the APD.
- j. All staff members have the right to take photographs of patrons as needed to identify them for security purposes.
- k. Library staff will communicate disciplinary actions with one another, including reports to the supervisor, operations staff or librarian in charge. Disciplinary actions beyond verbal warnings must be documented by library staff.

5. Classes of behavior and responses:

a. Class 1 - Serious danger or overt criminal behavior, including but not limited to:

- i. Fighting or combative behavior,
- ii. Exhibitionism,
- iii. Inappropriate, overt, and/or unwelcome sexual behavior,
- iv. Threats,
- v. Refusal to leave when asked,
- vi. Physical abuse,
- vii. Stalking,
- viii. Possession of illegal drugs,
- ix. Child pornography,
- x. Theft, including theft of library materials,
- xi. Vandalism.

Staff response must include calling the APD and may result in the patron being immediately evicted and/or a restriction from the library.

b. Class 2 - Potentially serious behavior, including:

- i. Alcohol or drug intoxication,
- ii. Possession of weapons,
- iii. Possession of alcohol, except as part of an approved program,
- iv. Verbal abuse of staff or other patrons,
- v. Loitering in a manner that interferes with others,
- vi. Excessively emotional, hostile, threatening or uncontrolled behavior,
- vii. Use of loud profanity, obscenity or obscene gestures,
- viii. Intentional entry into restricted areas of the building,
- ix. Panhandling,
- x. Intrusive behavior, including staring at or following staff or patrons with the intent to annoy, harass them, violate privacy, or interfere with staff performance of duties or patrons use of the library.

Staff response will vary according to the severity of the disruption or threat, ranging from a warning to calling the APD to immediate eviction and/ a restriction from the library.

c. Class 3 - Annoying or disruptive behavior, including:

- i. Bodily hygiene which is so offensive that it is a nuisance to patrons and staff,
- ii. Loudness and/or talking in monologues,
- iii. Monopolizing the time of staff,
- iv. Inappropriate public displays of affection,
- v. Blocking the library entry or sidewalk in front of the building,

- vi. Loud profanity or obscenity in front of the building or in the parking lot,
- vii. Other violations of the Rules of Conduct Policy

Staff response will vary according to the severity of the disruption, ranging from tolerance to warning. In severe or repeated cases, eviction, calling the APD or a library restriction may follow.

6. Appeals

Individuals who are restricted from the library may appeal their restriction by contacting the library director via library administration at 920-832-6170. The library director will respond to the reconsideration request within fourteen (14) regular business days orally or written. If the person is dissatisfied with the decision of the library director, he/she may appeal to the library board within fourteen (14) regular business days after notification of the decision.

The library board will reconsider the decision at its next regularly scheduled meeting, allowing for fourteen (14) calendar days review time by the library board. The person appealing the decision shall be notified of the date, time and location the library board will hear the matter, and may appear at the board meeting to be heard. The person may be required to be accompanied or escorted to the meeting. Should the person requesting the appeal be unable to appear in person, he/she may ask the library board to consider the merits of the request based on a written statement.

The library board shall base its reconsideration on whether the decision conforms to this policy, and the matter will be heard and voted on in accordance with the library board's bylaws. The decision of the library board shall be final.

5/02; 4/05; 6/07; 8/16