



Planning and Policy Manual

Abstract

This document includes the long range plan, technology plan, bylaws of the Saratoga Springs Public Library Advisory Board, and policies which govern Library operations.

Saratoga Springs Public Library

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XII: Customer Behavior, Service, and Expectations

The Library is open to everyone; all are welcome to use the Library's services and resources. So that all Library customers may have a pleasant experience, customers are expected to respect the rights of others and adhere to the following behavioral rules. These expectations apply equally to minors and adults. Adults are responsible for providing proper supervision of those under their care while in the Library.

See section XVI: Policy Violations Notification Process for the specific process of notifying customers of policy violations.

Neither the City nor the Library is responsible for a minor left in or outside of the facility.

If a customer appears to have been the victim of a crime, employees will call the necessary emergency personnel and isolate the area to protect the possible crime scene.

Abandoned Individuals

During Business Hours

If an individual has been abandoned and multiple attempts have been made to reach a responsible party and it has been longer than thirty minutes and during the library's operational hours, employees are to call the police. At no time will a single employee be alone, or out of view, with a minor who is not related to them. The individual should be provided with a seat within eyesight of the service desk.

Outside Business Hours

In the event an individual has been abandoned at closing a guardian or responsible party has not arrived within ten (10) minutes of closing, two (2) employees will wait with the individual in the Library, until law enforcement, or the guardian or responsible party arrives. At no time will a single employee be alone, or out of view, with a minor who is not related to them. The individual should be provided with a seat within eyesight of the service desk.

Behavior Guidelines

The Library's behavior guidelines are intended to maintain a considerate and orderly atmosphere, preserve easy access to Library services and resources, and to protect Library property. Individuals who willfully violate these rules are subject to exclusion from the Library; egregious violations may result in the immediate exclusion or in longer exclusions than indicated in these guidelines.

Individuals who repeatedly violate these behavior guidelines after having been previously excluded due to Library rule violations may face a longer exclusion than indicated in these

guidelines. Repeat offenders need not violate the same rule to be subject to stricter enforcement and need not be warned that their behavior is inappropriate before being excluded.

Any person who violates guidelines 1-6 while on Library premises will be immediately ejected without first being given a warning. Any person so excluded shall lose all Library privileges for a period of up to three (3) years, and the incident may be reported to the appropriate law enforcement agency.

1. Committing or attempting to commit any activity that violates any federal, state or local criminal statute or ordinance.
2. Directing a specific threat of physical harm against an individual, group of individuals, or property.
3. Engaging in sexual conduct or lewd behavior.
4. Processing, selling, distributing, consuming, or being under the influence of any controlled substance or alcohol.
5. Intentionally damaging, defacing, or destroying Library property.
6. Carrying dangerous weapons of any type, except as authorized by law.

Any person who violates guidelines 7-15 while on Library premises will be asked to leave for the day. Subsequent offenses will result in that person's immediate ejection and exclusion from the Library for a period of up to 1 (one) year.

7. Verbally or physically insulting, threatening, or harassing other customers, volunteers, or employees, including but not limited to:
 - a. Stalking, staring, lurking, offensive touching.
 - b. Using foul, abusive, or threatening language or gestures.
 - c. Statements or behaviors which discriminate against another individual in regards to any of the federally or state identified protected classes such as, but not limited to: ethnic background, sexual orientation, genome, religious beliefs, age, gender, and/or disability.
 - d. Fighting or challenging to a fight, running, pushing, shoving, or throwing things.
8. Using Library materials, equipment, furniture, fixtures, or facilities in a manner inconsistent with customary use, including but not limited to:
 - a. Standing on chairs.
 - b. Sitting on table tops or counters.
 - c. Climbing on bookshelves or display units.
 - d. Vandalizing or destroying property.
9. Soliciting, completion of private sales, advertising of private sales, petitioning, or distributing written materials or canvassing for political, charitable, monetary, or religious purposes inside the Library towards other customers, volunteers, or employees.
10. Any interference with free passage of Library employees or customers on Library premises, including, but not limited to:

- a. Bringing prohibited items in to the Library, including but not limited to, bicycles, shopping carts, or similar devices.
 - b. Using wheeled devices in the Library building, including, but not limited to, skateboards, rollerblades, bicycles, scooters, and shopping carts (except for wheelchairs, walkers, and strollers).
 - c. Motorized vehicles must provide mobility assistance and not be for recreational purposes only.
- 11. Not obeying all federal, state, city, and county laws and ordinances including, but not limited to, the UICAA, which prohibits smoking and vaping in public buildings.
- 12. Bringing non-service animals or animals not for the express intention of Library programming into the Library. Similarly, leaving animals unattended, tethered or not, outside the Library in a way that impedes other's access to the Library.
- 13. Violating the Internet Acceptable Use and Customer Agreement.
- 14. Improperly using Library restrooms, including but not limited to:
 - a. Bathing.
 - b. Shaving.
 - c. Washing hair.
 - d. Doing laundry.
- 15. Filming or photographing other Library customers is discouraged to protect their privacy. In the event a customer asks not to be filmed, please respect their wishes. However, the Library is considered a public location, and no Library customer shall have any expectation of privacy in the context of the 4th Amendment to the U.S. Constitution.
 - a. Filming or photographing of Library employees in the public areas is permissible; however, entry to "Employee Only" areas is prohibited.
 - b. A City of Saratoga Springs Special Event Permit must be obtained for filming or photographing for documentary, news, or other purpose on all City property, including the Library.The Library may utilize security devices including, but not limited to: video cameras, gate alarms, or other security measures, in accordance with City policy.

Any person who violates guidelines 16-17 while on Library premises may be asked to leave for the day. Subsequent offenses by that person will result in the person's immediate ejection and exclusion from the Library for a period of time up to 6 months.

- 16. Laying down or sleeping in the restrooms, stairwells, lobby, or on any floor or table in the facility.
- 17. Failing to comply with a reasonable employee request and/or neglecting to provide proper supervision of children or others under their care.

Any person who violates guidelines 18-21 while on Library premises will be excluded from the Library until the problem is corrected.

- 18. Entering the Library with inappropriate attire, examples include, but are not, limited to: wet clothing and being barefoot

19. Having offensive body odor or personal hygiene that unreasonably interferes with other customers' ability to use the Library.
20. Skateboards, scooters, rollerblades, and like equipment must be carried.
21. Engaging in conduct that disrupts or interferes with normal operations of the Library or disturbs Library employees or customers, including but not limited to:
 - a. Conduct that creates unreasonable noise.
 - b. Conduct that consists of loud or boisterous physical behavior.
 - c. Using audible devices without headphones.
 - d. Using headphones set at a volume that disturbs others.
 - e. Using cellphones or other communication devices in a manner that disturbs others.
 - f. Unnecessary use of personal electronic equipment, such as a phone, while requesting employee assistance.
 - g. Leaving personal items unattended and/or exceeding a reasonable amount and/or size.

Minors

The Library Director is authorized to establish procedures for disturbances caused by unattended minors who violate the behavior guidelines.

If a minor appears unattended and is violating the XII: Customer Behavior, Service and Expectations Behavior Guidelines, Library employees should follow prudent measures in locating the responsible party. Prudent measures are defined as, but not limited to:

1. Remaining with the minor and staying in open public areas while searching for the responsible party.
2. Initiating or maintaining as little physical contact with the minor as possible. Employees should not make physical contact with a minor if it can be avoided. There should be no contact that could be considered inappropriate or intimate.

If and when the responsible party to the unattended minor is identified, the employee shall:

1. Explain to the responsible party the behavior guideline(s) which were violated and what actions the minor was engaged in.
2. Explain to the responsible party that the minor should remain in the immediate care and vision of the responsible party.

If an unattended minor appears to have been the victim of a crime, employees will call the necessary emergency personnel and isolate the area to protect the possible crime scene.

If an unattended minor appears to have been abandoned multiple attempts have been made to reach a responsible party and it has been longer than 30 minutes and during the library's operational hours, employees are to call the police.