



## 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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[www.saratogasprings-ut.gov/library](http://www.saratogasprings-ut.gov/library)

## XVI: Policy Violations Notification Process

Library employees are encouraged to communicate with customers who are violating policies in a friendly, direct manner that is proactive in discussing the issue(s) with the customer and trying to solve the situation. Consequences of violating Library policies include, but are not limited to:

1. A conversation with the customer.
2. Providing the customer with a copy of the policy which has been violated.
3. A verbal warning from a Library employee.
4. A second Library employee having a conversation with the customer.
5. Termination of the computer or technology services session or a request to leave the facility for a specified period of time.
6. Expulsion from the Library for a specified period of time.
7. Issuance of a trespass warning.
8. Suspension of Library privileges, including computer, event, or building access.
9. Revocation of Library card.
10. Criminal charges.

Employees will document all issues with more than one (1) conversation with the customer regarding their unacceptable use and/or which result(s) in the customer being asked to leave the premises for the day or longer with an Incident Report.

Incident Reports will be submitted to the Library Director, or designee, as well as the City Administration, Attorney's Office, Human Resources, and/or other offices involved in the incident, and kept on file should it be necessary for them to review during the Appeal Process. All criminal activities will be referred to local, state, or federal law enforcement agencies, and may be subject to law enforcement agency intervention.

Customers who are removed from the Library for violating this Policy may be notified of the decision in any or all of the following methods:

1. Verbally.
2. By written notice, which may be sent via email, mail, or hand delivered.
  - a. This written notice shall include a copy of the Policy pages applicable to their violation and/or a link to the Policy posted on the website.
  - b. If the customer does not have an account with the Library, they may only be notified verbally.