



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

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.

Events, Programs, or Activities

Events shall include offerings provided by the Library or in partnership with the Library either in the Library, other City facilities, or at off-site locations, such as, but not limited to, story time, STEAM activities, book clubs, continuing education classes, and other educational, informational, and leisure services provided by, in, or sponsored by the Library.

The Library Director, or designee, is authorized to establish registration requirements, program space limitations, and/or other procedural requirements to provide access to all events for customers with an active account. When creating these requirements, employees will consider the needs of all residents as well as all health and safety regulations.

Service to Customers with a Disability

The Library complies with the policies of the City regarding the provision of services to citizens with disabilities as required by Section 504 of the Rehabilitation Act of 1973 and the ADA.

It is the intent of the Library to comply with the provisions of the ADA. As a result, the Library wishes to establish guidelines to facilitate the provision of Library services to citizens with disabilities in accordance with the principle of reasonable accommodation and within the scope of the Library's mission, goals, and resources.

Pursuant to the ADA, no individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of services, programs, or activities of the Library, or be subjected to discrimination by the Library. These guidelines will assist the Library to comply with the ADA.

A person is considered to be disabled for the purposes of this policy if a person has: (a) a physical or mental impairment that substantially limits 1 (one) or more of the person's major life activities; (b) a prior record of such an impairment; or (c) is regarded as having such an impairment. The Library will only require documentation of a customer's disability as allowed by Title II of the ADA.

Service Guidelines

The following guidelines are established in fulfillment of this requirement. They are intended to be applied by all employees in carrying out the public services of the Library. Employees uncertain about how to apply the guidelines in a particular situation should, if feasible, consult with the Library Director, or designee, who should consult with the City Attorney's Office and/or HR Department.

1. General Services. The following is a list of examples that includes, but is not limited to, account registration, assistance with third-party applications, computer use, and research assistance.

Individual customers with a disability may require assistance in order to utilize the services of the Library. Cases in which such assistance may be required include, but are not limited to: customers with visual impairment requiring assistance in reading terminal screens or reading reference materials, customers in wheelchairs requiring assistance in retrieving items from high shelves, customers with arthritis requiring assistance in using a keyboard, or customers registering for a Library card needing assistance with the tablet or application. In these and similar cases, the Library employees will:

- a. Evaluate the type of assistance needed and provide it with as much thoroughness as possible. For example, the solution may require the Library to purchase an assistive device, to assist the customer with filling out a form or using a device, or to refer the customer to another agency, such as the Library for the Blind at the Utah State Library.
- b. For cases in which a significant amount of employee time is required to meet the request for assistance, and the Library employees are not able to commit the time to provide the service under the circumstances, the employee will attempt to arrange a designated time when the service can be rendered. Extending reading from reference materials may be such a case. For situations in which it is possible, customers requiring extensive assistance can be encouraged to contact the Library to make arrangements before coming into the Library.
- c. In all cases, the Library is not required to provide an accommodation that would cause the Library undue burden such as imposing an undue financial or administrative burden on the Library or resulting in a fundamental alteration in the nature of a service. Hardship could likely exist due to the lack of resources of the Library.
 - i. The Library employees should always consult with the Library Director, or designee, who should consult with the City Attorney's Office and/or HR Department, prior to making a determination that the accommodation will not be provided because it causes an undue hardship on the Library.
- d. Per the ADA, it is not required that customers specifically request a reasonable accommodation where it is apparent that the customer is a person with a disability and the Library employees are aware that such person is being excluded from participation or being denied the benefits of services of the Library without a reasonable accommodation. In such a case, the reasonable accommodation should be made.
 - i. The Library employees should always consult with the Library Director, or designee, who should consult with the City Attorney's Office and/or HR Department, in making such determination.

2. Events, Programs, Activities, and Public Meetings. Examples of these include, but are not limited to, story time, tutoring, Board meetings, book clubs, or other events offered by the Library or in partnership with the Library.

Individuals with a disability may require certain reasonable accommodations in order to participate in a Library-sponsored program or public meeting. Cases in which such accommodations may be desired include, but are not limited to, a sign language interpreter for the hearing impaired, magnified devices to make overhead projections clear for the visually impaired, or special assistance for a physically impaired minor to participate in a hands-on activity.

Any customer who is deemed to be a person with a disability that is interested in attending a program and notifies the Library of the accommodation 1 (one) week before the scheduled program or 72 hours before a public meeting, should be provided reasonable accommodations in accordance with these guidelines. The Library Director, or designee, will investigate feasibility, cost, and other considerations herein. The Library will notify the customer of its findings, and will make appropriate arrangements if the accommodation is judged to be reasonable and not an undue hardship.

Requests for Accommodation

The Library Director establishes the following procedures to facilitate the efficient and effective handling of requests for accommodation.

1. Customers who wish for an accommodation should request one by filling out the "Request for Accommodation" form on the website www.saratogasprings-ut.gov/library, by emailing library@saratogasprings-ut.gov, or calling the Library directly with details of their request.
 - a. Customers should be prepared to provide their name, address, phone number, email address, and Library card number (if applicable).
2. Requests should be made no later than 1 week before a scheduled program or 72 hours before a public meeting.
3. The Library Director, or designee, will work with the City Attorney's Office and/or HR Department to determine if the Library can reasonably accommodate this request.