

Patron Behavior

Patron use of the library is governed by the Ligonier Public Library Patron Policy.

To allow all patrons of the Ligonier Public Library to use its facilities to the fullest extent during regularly scheduled hours, the Board of Trustees has adopted the following rules and regulations:

PATRONS SHALL:

- 1) Engage in activities associated with the use of a public library: patrons not reading, studying, or using library equipment or materials may be required to leave the building.
- 2) Respect the rights of other patrons: patrons shall not harass or annoy others through noisy or boisterous activities, by staring at another person with the intent to annoy that person, by following another person about the building with the intent to annoy that person, by playing personal(non-library) audio equipment that can be heard by other patrons, by singing or talking loudly to others or in monologues, by using vulgar or abusive language, or by behaving in a manner which can be reasonably expected to disturb others. Patrons whose bodily hygiene is offensive so as to constitute a nuisance to other patrons may be required to leave the building. Patrons who are obviously unwell or violating current health regulations may be denied access to the building.
- 3) Properly check out all library materials or equipment with a valid library card: the library reserves the right, based on probable cause to inspect backpacks, bags, etc., to ensure that materials have been properly checked out, and no thefts have occurred.
- 4) Wear a shirt, pants, dresses and shoes when entering, during and exiting the building.
- 5) Limit the consumption of food and beverages: food and beverages can be consumed on the porch, or refreshments associated with a meeting in the community room and study rooms.
- 6) Respect library materials, equipment, furniture, or structures: defacing or marring library property may result in denial of privileges.

PATRONS SHALL NOT:

- 1) Smoke or vape in the building or on library property.
- 2) Be under the influence of alcohol or drugs.
- 3) Engage in any illegal activity while in the library building or on library property.
- 4) Bring unauthorized pets or animals into the library except legal service animals.
- 5) Bring weapons or facsimiles of weapons on library property without proper permits or licenses..

Any patron not abiding by these or other rules and regulations of the library may be required to leave the library property. Library employees shall have the right to contact the Ligonier Police Dept. Noble County Sheriff's Dept., if deemed necessary.

Any patron who violates the rules and regulations set by the library Board may be denied the privilege of access to the library by the library's Board of Trustees, on the recommendation of the library director, for a determinate period not to exceed six months for a first offense, one year for a second offense, and indefinitely on the third offense. However, at its discretion, the Board may deny access for a longer period on the first or second offense, if the offense is particularly egregious. The

library director, in consultation with the president of the Board of Trustees, may deny the privilege of access to the library forthwith until the full library Board can consider the matter. A patron whose privileges have been denied may have the decision reviewed by the Board of Trustees.

Porch

The porch is available for patrons to be able to sit, read and relax. Food and drink are allowed on the porch, weather permitting. Unattended children (less than ten years of age) are not allowed on the porch at any time. Doors to the porch are not exits and allow access to the porch only. Patrons must come back into the building. Access to the porch is controlled and doors will be unlocked when the weather allows.

Cell Phones

Cell phone usage inside the library is permissible if usage is not disruptive to other patrons

Patron Policy for Youth

The Ligonier Public Library welcomes children and out of concern for the safety and security of children using the library, the Ligonier Public Library has implemented the following rules.

1. Children less than 8 years of age must have a parent or adult caregiver in the immediate vicinity of and in visual contact with the child. Adults may not leave their young children unattended in the Children's Department while using other areas of the library.
2. Children 8 years of age and older may use the library unattended as long as they are engaged in activities associated with the use of the public library.

In all situations the adult caregivers who have transported minor children onto the library premises or who have otherwise directed or allowed minor children onto the library premises shall be solely responsible for the care and safety of such children at all times such children are on the library property.

The library is not responsible for the care and safety of minor children traveling to and from the library.

If a child under the age of 8 is found unattended and/or is causing disruption, library staff will attempt to identify the child and locate the parent or caregiver and inform them of the rules. If the adult caregiver cannot be found in the library or contacted, a staff member shall contact the Ligonier Police Department.

Any minor child, 8 years of age or older, causing disruption in the library may be asked to leave the library property. If a child is not able to leave the library without an adult, then they should not be in the library without a responsible party.

Any unattended children must be picked up from the Ligonier Public Library by the time the library closes. After 10 minutes, if library staff are unable to reach a responsible adult, the Ligonier Police Department will be contacted, to report cases of abandoned children.

The library does not take the place of the parent, act as caregiver, nor assume responsibility for unattended children.

Approved July 9, 2019

Effective: August 1, 2019

GUIDELINES FOR PATRON PROBLEMS

In general, patron problems will usually fall into two broad categories: non-threatening patron problems and threatening patron problems. Because each situation will be different, employees should use the following suggestions as guidelines only.

Non-threatening Patron Problems

Non-threatening patron problems may include the following:

- a) loitering
- b) obstruction of free passage
- c) loud talking/socializing
- d) verbal abuse/ swearing
- e) staring at or following another patron with intent to annoy

Handling non-threatening situations

Step 1) Warn the patron, with a request to behave in an appropriate manner.

Step 2) Ask a second time, with notice that they will be asked to leave if the inappropriate behavior continues.

Step 3) Ask the patron to leave.

Step 4) If the patron will not leave at this point, employees may contact the Ligonier Police Department or the Noble County Sheriff's Dept. for assistance. Employees must complete an incident report at this point. Any library employee has the authority to request a patron(s) to leave the building and property. The exclusion shall last no more than a day unless reviewed by the Director and determined by the Director to be longer.

When handling any non- threatening patron problems, employees should feel free to ask another employee for assistance when approaching the patron causing the problem.

Employees may go immediately to step 3 if the disturbance warrants that action. Only in an extreme case should employees go immediately to step 4.

Threatening Patron Problems

Threatening patron problems may include the following

- a) fighting
- b) public intoxication (or other drug related problems)
- c) theft of library property, vandalism, etc.

Handling threatening situations

Step 1) When handling threatening patron problems, employees should contact another employee, before approaching the patron.

Step 2) Employees should notify the Ligonier Police Dept., or the Noble County Sheriff's Dept.

Step 3) Employees should try to minimize any hazards to other patrons and staff members to the best of their ability.

Step 4) Force shall only be used when no other alternative exists and only in accordance with Indiana law.

Step 5) Employees involved in the disturbance must file an incident report.