

Disruptive Patrons Policy
North Liberty Community Library

The following is to be taken as general guideline for handling disruptive patrons. It is not to be considered a rigid policy as each incident will have its own unique set of circumstances requiring judgement and flexibility.

1. Children under the age of nine (9) years will not be left unattended in the library. The library is not a babysitting service. Please refer to the Unattended Child Policy.
2. Food will be allowed in the Library at staff discretion. Please check with the staff person on duty at the Circulation Desk.
3. Telephone calls by public will be limited to local calls only. The person will be allowed to use the telephone one time only unless there is an emergency. The person will be informed there is a pay phone in the Community Center lobby that they may use. Incoming calls will be limited to family or emergency calls only and be expected to be of a very short duration. The public is asked to remember the Library telephone is a business telephone.
4. When a patron is disrupting other patrons or library staff , library staff will:
 - a. Kindly ask the patron to desist. One warning only shall be given.
 - b. If the behavior persists or the patron is disruptive in any way, they will be asked to leave the Community Center.
 - c. If the patron is asked to leave the library they will also be asked to leave the Rec. Center. Please see Community Center Patron Discipline Policy and Incident form.
 - d. If a patron will not leave and continues disrupting others, the parents (in the case of a minor) or the local law enforcement officers (in the case of an adult or a child whose parents cannot be reached) will be called.
 - e. In the case where an incident report has been written and the patron has been expelled from the building, the patron will be asked to appear before the Community Center Review Board before being allowed back in the library.
5. If a patron is causing minor distractions (cell phone use, unruly children, talking loudly, etc.) and won't desist when asked by a staff person the patron will be asked to leave the Library, but not necessarily the Community Center, for the rest of the day.
6. Theft of any item from the library is a felony crime and shall be dealt with accordingly. When necessary, local law enforcement officers shall be called.
7. Vandalism of any type to the library will not be tolerated and can be considered a crime. When necessary, local law enforcement officers will be called.
8. Disruptive behavior also pertains to inappropriate use of the Internet and other Library Services.

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