

Unacceptable Patron Behavior Policy

Banning a patron from SOCPLS is a last resort used only after a patron has violated the SOCPLS *Expectations of Conduct for Library Patrons* or other SOCPLS policies. Patrons with multiple or serious warnings concerning violation of the *Expectations of Conduct* may be banned from the library for a time period ranging from the remainder of a business day to a permanent ban. Anyone engaging in illegal activities or violent, abusive, or threatening behaviors will be evicted immediately and banned for a significant period of time. The authority for banning a patron rests with the Library Director and/or the SOCPLS Board of Trustees. In the absence of the Library Director, the Person in Charge may ban a patron for the remainder of the business day. A patron banned from one SOCPLS branch is banned from all SOCPLS library branches. All staff are instructed to call 911 or the appropriate agency if any incident in the library requires emergency personnel.

Verbal Warnings that Precede Banning a Patron

Each verbal warning issued to a patron for behavior that could lead to banning will be documented in the comment field of the patron's library account and an incident report shall be filed with the Library Director. In the case that the patron does not have a library account, only the incident report shall be filed.

Banning a Patron for the Remainder of the Business Day

Each incident of banning a patron for the remainder of the day will be documented in an incident report and noted in the patron's library account. In the absence of the Library Director, this process is executed by the Person in Charge.

Banning a Patron for Two or More Days

- Patron should be banned for the remainder of the day of the incident
- Staff involved in the incident will fill out an incident report and have a meeting with the Library Director to decide the length of the banned period after reviewing all documentation and security cameras, if necessary.
- After a decision is made regarding the length of the banned period, the Library Director will block the patron's library account, make a note in the account as to why it is blocked, and send a letter by certified mail to the patron. A copy of the letter will be given to the staff at each branch library. In cases of illegal, violent, or abusive behavior, the letter will be given to the local authorities as well.
- Patrons guilty of illegal, violent, or abusive behavior may be banned permanently.

Banning Procedures for Repeat Offenders

Repeat offenders may be banned for varying amounts of time, decided by the Library Director.

2nd Offense: The Library Director will review documentation and if the patron is deemed in violation of library policy, the patron's privileges will be blocked. The Library Director may meet with the patron to discuss the behavior. Minors must be accompanied by a parent or guardian.

3rd Offense: If the patron's library privileges are reinstated and the behavior continues, the patron may be banned for six months or as much as a year.

4th Offense: A permanent ban is considered if patron's behavior/violation of library policies continues