



PUEBLO CITY-COUNTY

Library District

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CUSTOMER CONDUCT

03.06.01 Acceptable Library Use and Safety

PCCLD libraries are designed to provide access to customers of all ages and abilities. Customers using the library and its resources have the right to expect to obtain public library services in an orderly environment.

Library staff and/or security personnel shall take appropriate actions to ensure that all customers use the library in an acceptable, safe, and respectful manner.

Unacceptable library use by customers includes, but is not limited to, any disruptive behavior that harasses or annoys others, results in physical, emotional, or mental injury to the perpetrator or others, interferes with the library business of other customers or staff, or is illegal. This includes any activity which results in harm to library grounds, facilities, equipment, materials, or services.

A customer demonstrating unacceptable library use will be notified by library staff or security personnel that the behavior is inappropriate. Failure to comply can result in expulsion from the library and/or suspension of library privileges. An appeal of a suspension of library privileges may be made in writing to PCCLD's Executive Director.

Local law enforcement officials may be called to handle emergency situations as defined in PCCLD's "Guidelines Governing Use of the Library."

See Also

03.01.02 *Internet Access and Wireless Use*
03.01.03 *Public Computers and Other Equipment Use*
03.05.01 *Meeting Room Use*

~~See Also:~~

~~03.06.01.PF1 Incident Reporting Form~~
03.06.01.G1 *Guidelines Governing Use of the Library*
03.06.02 *Child Conduct and Safety*
03.06.03 *Library Rules* ~~Customer Code of Conduct~~
03.06.03.G1 *Customer Suspension Guidelines*



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03.06.01.P1 Personal Belongings Procedure

Pueblo City-County Library District (PCCLD) is committed to welcoming every member of the community. This policy is intended to inform library patrons of the process and procedures pertaining to personal property and belongings while inside library buildings or on the premises of library locations. This procedure will help ensure that the library is a welcoming environment for all library patrons.

This procedure applies to the interior and exterior of library properties. The library is not responsible for lost or stolen personal items.

Library users are expected to keep all personal belongings from obstructing walkways, emergency exits, and access and egress points.

Personal belongings should be kept with patrons at all times. Any personal items abandoned or outside of designated areas are subject to removal.

District Procedures

- A. The Personal Belongings Procedure applies to all patrons. Parents, guardians, or designated caregivers are responsible for children's safety and belongings.
- B. Library staff will intervene to ensure that personal belongings comply with access and safety measures. Failure to comply may be subject to a one-day suspension or loss of library privileges.
- C. Any item may be subject to removal if the staff determines it poses potential health, safety, or security risks for the staff or other patrons.
- D. The following are not permitted in or outside of the library. Examples include but are not limited to:
 - a. Restricting access to furniture, shelving, or computers by placing belongings on or in front of resources
 - b. Sitting or lying on any exterior walkway
 - c. Spreading out personal belongings unrelated to the use of library services
 - d. Uncontained bedding
 - e. Shopping carts and trash cans

Patrons are permitted to transport children, library materials, and supplies for meetings in wheeled carts, strollers, or wagons.

Lost and Found Procedures:

PCCLD and its employees are not responsible for the security of personal items brought into any library facility. Patrons are expected to maintain their belongings and keep them within their sight. This includes valuables such as wallets, purses, cell phones, bags, and laptops.

Property Found Inside Library Facilities:

All found property will be placed in a central location for lost and found property designated by each branch location. The property should be logged on the PCCLD Personal Property/Belongings log. This log is available on the staff intranet. The log will include the date when the property was found or turned into library staff and the length of time the property will be held. The log also include the name of the staff member who received the item and a brief description of the property. A reasonable attempt will be made to return the lost property to the proper owner. After 30 days, all items will be donated, destroyed, or turned over to the Pueblo Police Department (PPD) if necessary.

- High-value items, such as wallets, cell phones, and legal documents, will be retained for a minimum of 30 days.
- Items such as water bottles may be held for up to 24 hours and clothing may be held for up to 10 days at the discretion of library staff at the library location where the property was found.
- Items identified as trash, hazardous, or perishable will not be stored and will be disposed of immediately.

Property Left Unattended Outside of Library Facilities:

- To maintain the safety of patrons and staff, clean and attractive library grounds, and unobstructed access to library entrances, PCCLD does not allow individuals to leave personal items on library grounds. (Bicycles or other means of transportation, which are temporarily stored in the provided bicycle racks while patrons or staff are inside the facility, are exempt from this provision.)
- Items left on library grounds are subject to disposal by library staff. Items left in the public right of way and on sidewalks are subject to disposal by law enforcement.
- Library staff will not typically open backpacks and other similar items left outside in an attempt to determine ownership or whether valuables are contained therein.
- Items found on library grounds may be stored for up to 48 hours at staff discretion and then are subject to disposal. Persons who have questions about items left outside of library facilities should contact the library manager or security, who will inform them if the items are currently in the library's possession. PCCLD has no authority over items picked up by law enforcement.
- Items identified as trash, hazardous, or perishable will not be stored and will be disposed of immediately.

~~Personal Belongings Log~~

Date Found	Name of Staff Logging Item	Item Description	Disposal Date	Name of Staff Disposing Item

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CUSTOMER CONDUCT

03.06.01.G1 Guidelines Governing Use of the Library

~~CUSTOMER CODE OF CONDUCT POLICY¶~~

~~PCCLD seeks to provide a safe, comfortable environment in its libraries in order to promote a worthwhile and satisfying library experience. Library customers are expected to follow all library policies, including this Customer Code of Conduct policy. Failure to do so may result in expulsion from the library and/or the loss of library privileges.¶~~

~~¶ PCCLD expects library customers to abide by all federal, state and local laws while at the library. The Executive Director or his/her designee is authorized to call local law enforcement officials and report suspected violations of the law.¶~~

~~¶ PCCLD expects library customers to observe normal rules of common courtesy. Library customers who are not courteous to others will be asked to stop their discourteous behavior or leave the library. ¶~~

~~¶ Prohibited activities at PCCLD libraries include but are not limited to: ¶~~

- ~~• Engaging in any behavior that jeopardizes the health, safety, or well being of customers or staff ¶~~
- ~~• Bringing in concealed weapons not legally licensed and permitted, or openly displaying a weapon except by law enforcement officials ¶~~
- ~~• Abandoning or leaving young children unattended ¶~~
- ~~• Vandalizing library facilities, equipment, or materials ¶~~
- ~~• Littering on library property ¶~~
- ~~• Using obscene or vulgar language ¶~~
- ~~• Smoking, chewing or other tobacco use within the building or within 20 feet of an entrance ¶~~
- ~~• Removing library materials from the building without checking them out ¶~~
- ~~• Engaging in voyeurism, peeping, stalking or acts of public indecency ¶~~
- ~~• Harassing customers or staff ¶~~
- ~~• Failing to wear shirt or shoes ¶~~
- ~~• Bringing in animals other than service animals except as part of a library sponsored program ¶~~
- ~~• Distributing leaflets or posting notices not authorized by the library administration ¶~~
- ~~• Panhandling, loitering, selling, or soliciting ¶~~
- ~~• Using the library as a place to sleep ¶~~
- ~~• Eating except in designated area or drinking from uncovered containers ¶~~
- ~~• Bathing, shaving or washing clothes ¶~~
- ~~• Bringing in bulky items that take up excessive space ¶~~
- ~~• Playing or wading in a library water feature ¶~~
- ~~• Making loud or disturbing noises ¶~~
- ~~• Skateboarding, skating, or using any similar recreational device inside or outside the library ¶~~

~~¶ This policy will be posted in all PCCLD libraries.~~

Staff Responsibilities

When a customer refuses to comply with the *Library Rules ~~Customer Code~~ of Conduct* or any other library policy, the following general principles govern the actions of the library staff:

1. Every staff member should be constantly aware of the people and activities in ~~their~~^{his/her} work area.
2. The first consideration is always the safety of those present in the library.
3. Staff members must always give the public every courtesy and consideration that is consistent with their responsibility to enforce library policies.
4. Any violations of the *Library Rules ~~Customer Code~~ of Conduct* or any other library policy should be handled by the first staff member at the scene. Staff members may seek help and support from other staff members or security personnel ~~when~~ⁱⁿ confronting difficult situations or customers.
5. Each violation of the *Library Rules ~~Customer Code~~ of Conduct* or any other library policy should be handled with the least drastic action that will achieve the desired result.
6. ~~Incident reports~~ ^{Written reports} are necessary to document incidents in which individuals have been asked to leave the premises, to document incidents when the police have been called, or if there is possible insurance liability. ~~This electronic form is~~ ^{Such reports are available on the employee intranet and should be completed} ~~written as soon as possible after the event, and copies should be provided to all necessary individuals indicated on the form (See 03.06.01.F1 Incident Report). Incident reports will be forwarded automatically to administration, managers and security personnel upon submission.~~
7. The *Library Rules ~~Customer Code~~ of Conduct* policy is posted on public bulletin boards and empowers the library staff to maintain a proper library environment.
8. Staff members are responsible for the operation of the library. Security personnel are to observe and support staff as needed.

Confronting Individuals in ~~V~~violation of the *Library Rules ~~Customer Code~~ of Conduct*:

1. Investigate any report or observation of a violation of the *Library Rules ~~Customer Code~~ of Conduct*.
2. If the report or observation is valid, inform the violator of the *Library Rules ~~Customer Code~~ of Conduct* and request that the individual correct ~~their~~^{his/her} behavior and to comply with the *Library Rules ~~Customer Code~~ of Conduct*. ~~(Customer Code of Conduct should be posted on public bulletin boards at all times.)~~
3. If the individual continues the violation, seek support from other staff or security personnel to again notify the individual that the behavior is in violation of the *Library Rules ~~Customer Code~~ of Conduct* and warn the individual that if the behavior continues, ~~they~~^{he/she} will be asked to leave the library.
4. If the individual refuses to correct ~~their~~^{his/her} behavior, the individual should be asked to leave the library immediately. ~~For minor infractions in which a patron is asked to leave for that day only, staff should enter documentation in the PCCLD Staff Communication Log. For more serious offenses, staff should~~ ^{Complete an Incident Report. (See 03.06.03 S1 Offense and Consequence Levels.)}
5. If the individual refuses to leave the library, inform the individual that the police will be notified.
6. If the individual ~~still does~~^{will} not leave, contact the police and request intervention. ~~(Any time law enforcement has been contacted, a~~ ^{written Incident Report must be submitted} ~~prepared.)~~

Suspension of Library Privileges

Customers who violate the ~~Library Rules~~ ~~Customer Code~~ of Conduct may have their library privileges suspended. (See [03.06.03.G1](#) *Customer Suspension Guidelines*) If a staff member encounters a customer who is known to have had ~~their/his/her~~ privileges suspended, the Associate Director or library building supervisor should be notified, and the customer should be reminded of the suspension and asked to leave the library immediately ~~and Security should be notified to reinforce the suspension~~.

Contacting Person-in-Charge

The designated Person-in-Charge (PIC) should be notified any time there is an incident in which staff need additional support, a patron is asked to leave, or law enforcement/emergency services are called. The PIC may also be called by staff for security for guidance or assistance as needed. The ~~PIC~~ ~~Person-in-Charge~~ at the Rawlings Public Library is scheduled by the ~~Rawlings Manager II Associate Director~~ or ~~their/his/her~~ designee. ~~The For PCCLD's other locations, the Person in Charge~~ ~~PIC at branch libraries~~ is scheduled by each library's supervising librarian or ~~their/his/her~~ designee. ~~At locations where there are security guards, security is notified who is in charge. Normally, the Person in Charge may be contacted by staff or security to contact someone "in charge" for guidance or assistance.~~ If there is an evening, after-hours or weekend ~~special weekend or evening~~ emergency, the Associate Director of Public Services or the Executive Director may be contacted. ~~(See Emergency Contact Numbers below).~~

Injury / Sudden Illness

Staff members who encounter customers who become seriously ill or are injured on library property may call 911 to obtain additional help, depending on the severity of the injury or illness. If the customer is accompanied by family members, staff may consult with family members to determine the appropriate response. Staff members should not attempt to provide medical treatment to the customer. Following the incident, an ~~03.06.04.F1~~ Incident Report should be completed to document the incident.

Emergency Procedures

~~Staff and Patron safety is the~~ ~~The~~ first and primary concern when faced with any emergency in the library or on its premises is to call 911. ~~Staff shall follow emergency protocol as outlined in the PCCLD Emergency Response Manual.~~

EMERGENCY CONTACT NUMBERS	
Emergencies	911
<i>(Note: when calling 911 from a PBX phone system it is necessary to identify the location from which you are calling)</i>	
Other Emergency Contacts:	
Police Dispatch	549-1232
Report a Crime	549-1200
Sheriff Dispatch	583-6250
Animal Control	544-3005
<i>(Before 9:00 a.m. or after 5:00 p.m., call Police Dispatch or Sheriff Dispatch)</i>	
Facilities Dispatch	549-0456
IT Help Desk	553-0219
Security (Office)	744-0486
Rawlings Guard	240-2965
Person in Charge	See schedule
Associate Director (cell)	248-5089
Executive Director (cell)	251-0041

Contaminated Areas

Any time someone becomes sick or requires bodily fluids to be cleaned up, staff should contact the Facilities ~~Day Porter~~ Superintendent (Cell 240-9539). It is extremely important that staff **DO NOT** clean up the area themselves. The contaminated area should be roped off in some manner to prevent others from coming into contact with bodily fluids until Facilities can properly clean and sanitize the area. If the affected area is in a place where it customers cannot be protected from contamination, clear patrons from the ~~area~~ library out and close it off until the area has been cleaned. ~~If the Day Porter cannot be reached, staff should use the on-call Facilities number.~~ The Facilities Department has someone on call at all times who is trained to safely manage bodily fluids. ~~If the Facilities Superintendent cannot be reached, contact Facilities Dispatch and alert them of the need for an immediate cleanup.~~

See Also:

[03.06.01](#) Acceptable Library Use and Safety
[03.06.03](#) ~~Library Rules~~ Customer Code of Conduct
~~[03.06.03.F1](#) Suspension of Library Privileges~~
[03.08.01.R2](#) Legal Citations

CUSTOMER SERVICE - CUSTOMER CONDUCT
Guidelines Governing Use of the Library

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