

RACINE PUBLIC LIBRARY

Customer Promise

LIBRARY MISSION STATEMENT:

The mission of the Racine Public Library is to enhance our community's quality of life by providing information, ideas, and creative works.

Customer Promise

Everyone is welcome at the Racine Public Library. The library is a trusted source of reliable, relevant information. The library provides stimulating and enjoyable programs and a broad selection of reading, listening, and viewing materials. The library staff answers questions and teaches skills that make it possible for all residents of the area to enjoy a high quality of life.

Personal Conduct in the Library

Patrons shall respect the rights of other library users and library staff. Soliciting, harassing, offending, intimidating or disturbing library patrons or staff is strictly prohibited.

Patrons with special needs who require assistance to follow the policy on patron behavior must be accompanied by a caregiver.

Disruptive or illegal behavior is not allowed

Rules for Library Use

The Library Director shall be responsible for developing and implementing Customer Promise: Rules for Library Use. These procedures shall be consistent with the principles outlined in this policy.

PATRON SUSPENSION POLICY

Suspension of Library Privileges

The security staff are authorized to give Level II suspensions to patrons after the appropriate number of warnings are given as outlined in the Problem Behavior Procedures. For Level III suspensions, the staff or the security officer must report the facts to the Library Director, who shall examine the facts in the report and, if they warrant a suspension action, he/she shall authorize the action after notifying the patron of the pending action and his/her right to state his/her position in writing within one week of the notice.

This policy supersedes all of the Racine Public Library's previous policies on patron behavior.

Adopted by the Library Board September 16, 1994. Revised May 21, 1998; August 20, 1998; September 17, 1998; May 18, 2000; March 21, 2002; August 1, 2002; September 19, 2002; April 17, 2003; June 15, 2006; August 19, 2010; January 18, 2018.

PROCEDURES FOR ENFORCEMENT

In the event disruptive or illegal behavior occurs, the Racine Public Library staff or the security officer on duty may take the following actions, as appropriate to the situation:

If the behavior constitutes a violation of criminal law or the City of Racine Municipal Code, staff or the security officer shall immediately request police assistance. Illegal conduct may result in the suspension of library privileges for a period of time up to and including a permanent suspension.

The security staff is authorized to photograph people who violate this policy, and to request identification.

- (a) Level I – Warning
Advise the violator that his/her behavior is disruptive and request that the person comply with library policy. Warn the person that if his/her behavior does not comply with library policy, he/she will be directed to leave the facility.
- (b) Level II- Evicted for the day
If the person fails to comply with library policy after being warned, staff or the security officer shall order the person to leave the building for the rest of the day. If a person does not obey an order to leave the building, staff or the security officer shall request assistance from the Racine Police Department to remove the person from the building. A Level II eviction applies to warnings given the same day as the eviction.
- (c) Level III-Suspension of library privileges
If a person repeats disruptive behavior, this will result in a suspension of library privileges for a period of time up to and including a permanent suspension.