

# Today's Presenter



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# Crafting and Maintaining Effective Patron Policies for Community Success

WEBJUNCTION

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# What You Can Expect

- ▶ Policy Overview
- ▶ Top Ten Policies
- ▶ Development
  - ▶ Code of Conduct example
- ▶ Implementation
- ▶ Management
- ▶ Policy, Protection, Public, Politics
- ▶ Summary
- ▶ Questions

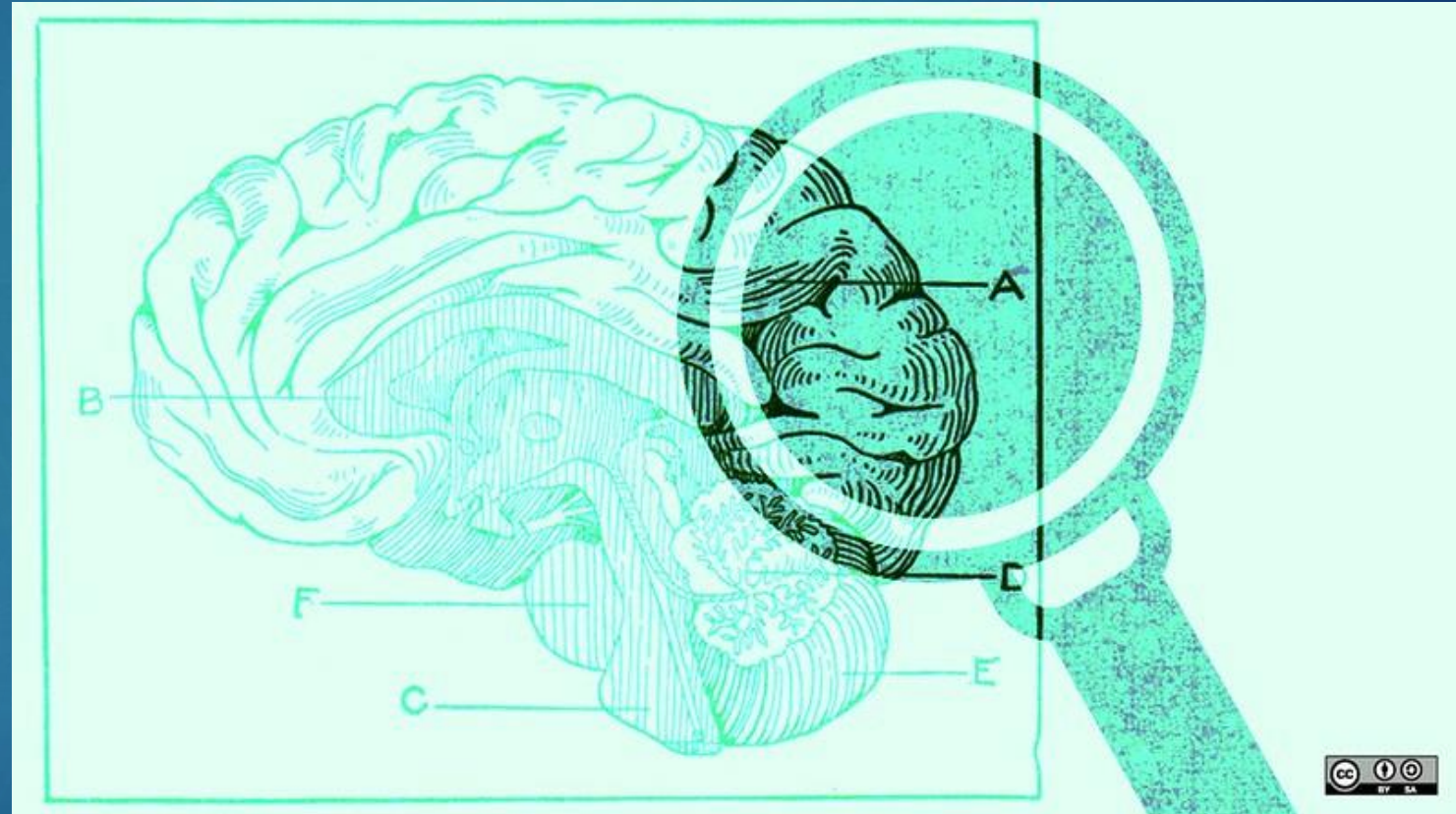
# Policy

- ▶ Plan
- ▶ What to do
- ▶ In a particular situation
- ▶ Agreed to officially



# Policy Purpose

- ▶ Protect
- ▶ Inform
- ▶ Educate



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# Policy Purpose

- ▶ Guide to operation and management
- ▶ Maintain standards/avoid inconsistencies
- ▶ Measures performance
  - ▶ Meets objectives
  - ▶ Systems
  - ▶ Services

# Policies Protect

- ▶ Setting clear expectations
- ▶ Defining responsibilities
- ▶ Establishing boundaries

# Inform, Educate

- ▶ Library Operations
  - ▶ Collection Development
  - ▶ Code of Conduct
  - ▶ Finance
  - ▶ Personnel
- ▶ Diversity, Equity, and Inclusion
- ▶ Legal Requirements



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# Whose job is it anyway?

- ▶ Everybody
- ▶ Somebody
- ▶ Anybody
- ▶ Nobody

Accountability



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# Top Ten Policies IMHO

- 1 Intellectual Freedom
- 2 Confidentiality of Patron and Library record
3. Collection Development
- 4, Gifts and Memorials
5. Internet Use (including Internet privacy and safety)
6. Children's Internet Protection Act (CIPA)
7. Budget and Finance
8. Facilities (including meeting room use if applicable)
9. Public Services (including circulation and customer service)
10. Code Of Conduct

# 1. Intellectual Freedom

- ▶ First Amendment
- ▶ Freedom to Read/View
- ▶ Access for All

## 2. Confidentiality of Patron & Library Records

## 3. Internet Use

- ▶ Filtered/Non-filtered
- ▶ Time limits
- ▶ Adult/Children

## 4. Children's Internet Protection Act (CIPA)



## 5. Collection Development

- ▶ Material Selection
- ▶ Material De-selection

## 6. Gifts, Memorials and Donations

- ▶ Books
- ▶ Art
- ▶ Donation of “things”

## 7. Budget and Finance

- ▶ Follow the money
- ▶ Transparency

## 8. Facilities (including meeting room)

- ▶ Whose building is it anyway?

## 9. Public Services

- ▶ Circulation
- ▶ Customer Service

## 10. Code of Conduct

- ▶ Behave





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# More?

- ▶ Diversity, Equity and Inclusion
- ▶ Animal
- ▶ Social Media
- ▶ Unattended Child
- ▶ Weapon



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# Crafting Public Policy

- ▶ Fluid, ongoing process
- ▶ Developed with
  - ▶ Director
  - ▶ Library staff
  - ▶ Board
  - ▶ Community
- ▶ Library board policy committee
  - ▶ Policy wrangler (board member)



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# Craft a Draft!

- ▶ Use your resources!
- ▶ No need to recreate the wheel
  - ▶ Research sample policies
  - ▶ Contact your state library
  - ▶ Contact other public libraries
- ▶ Review the ***Positions and Public Policy Statements*** approved by the **Council of the American Library Association**



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# Policies are PUBLIC Documents

- ▶ Heading
  - ▶ Name of Library
  - ▶ Name of Policy
  - ▶ Approved by Board and Date
  - ▶ Use Page Numbers
  - ▶ Use Consistent Text Font/Formatting

XXXXXXXXX Public Library

Unattended Child Policy

Approved by the XPL Board on (insert date here)



# Crafting a Code of Conduct Policy

► **Example:**

*[Emporia Public Library Code of Conduct](https://www.emporialibrary.org/policies)*

*<https://www.emporialibrary.org/policies>*

# **Emporia Public Library**

## **Code of Conduct Policy**

**Approved by the Library Board November 10, 2021**

Emporia Public Library is committed to providing high quality service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access (a person's right to use a library should not be denied or abridged because of origin, age, background, or views); and accurate, unbiased, and courteous responses to all requests.

This code extends to the users of the library themselves. All share a responsibility as well to honor a highly principled code of conduct toward fellow library users and toward the employees and volunteers providing these vital services to the community.

Our library seeks to serve its function as a place of education, information, recreation and quiet reflection within the community while also functioning as a workplace for library employees. Activities and behaviors that are disruptive, that unreasonably interfere with another patron's use and enjoyment of the library, and that are detrimental to the health, safety and welfare of patrons and staff and to the efficient operations of the library for the benefit of its patrons are not permitted. The following code of conduct has been adopted for the comfort and protection of the rights of all those using and working at the Emporia Public Library.

**Levels of Enforcement.** Without limitation, various prohibited activities and behaviors are delineated in the attached table. Any library staff member is authorized to issue informal warnings regarding such conduct. The executive director or delegated library supervisors are authorized to enforce this code and will do so in a reasonable, courteous but firm manner in one of two ways.

**A. Progressive Enforcement.** Certain activities and behaviors will be subject to progressive enforcement as follows:

- 1) Warning
- 2) Expulsion from all library grounds for remainder of day
- 3) Suspension from all library grounds for one month
- 4) Suspension for one year and/or permanent ban from all library grounds

**B. Immediate Suspension and/or Permanent Ban.** Certain activities and behaviors constitute contact with and enforcement by the Police Department or otherwise constitute an immediate and more serious threat to the welfare of the library staff and its patrons, and for which the executive director and/or delegated library supervisors are authorized to immediately impose a suspension of one month, one year or permanent ban of an individual from all library grounds.

**Reporting Conduct.** Any patron or staff member who witnesses or is a victim of such conduct should immediately inform staff so that this policy can be enforced by a library supervisor or, if necessary, so the police can be called. In some cases, witnesses or victims will be asked by library staff for detailed accounts and personally identifiable information, or need to be available for interviews with the police department.



**Notice and Appeal.** Notice of suspension from the premises (No Trespass Notice) shall be delivered to that person by personal service or by United States Mail. Notice of permanent ban shall be in the form of a written stay-away notice and shall be delivered to that person by personal service or by mail addressed to that person's last known address. Failure to abide by such notice of suspension or permanent ban shall constitute trespass. Appeals of suspension may be made to the executive director who is authorized to reverse, modify, impose temporary restrictions, or affirm the original decision.

**Prohibited Conduct includes but is not limited to the following:**

Progressive Enforcement
Disruptive talking or other noise inconsistent with the intended use of the area
Running, pushing, shoving or throwing
Abusive or foul language
Misuse of library furnishings, elevator, equipment or materials
Sleeping on floor, furniture or grounds
Uncovered drinks. Food at a computer.
Smoking or using tobacco products, including e-cigarettes outside of the library in a designated <i>non-smoking</i> area. Littering by not using designated means of disposal of butts.
Entering the library barefooted or without a shirt, or being otherwise attired so as to be disruptive to the library environment
Demonstrations, solicitations or petitions, except in designated areas and approved by the executive director
Excessive public display of affection
Congregating or otherwise hindering passage in aisles, exits, entrances, stairs or high traffic areas
Abuse of computer procedures and privileges including using another patron's card for access
Leaving personal belongings unattended
Littering, bringing in articles with a foul odor, or items that cannot be placed immediately beside oneself and would impede the use of the library by others
Staring or uninvited conversations to the point of annoyance
Offensive bodily hygiene so as to constitute a nuisance to others
Using audible devices without headphones or with headphones set at a volume that disturbs others
Using cell phones and other communication devices in a manner that disturbs others
Neglecting to provide proper supervision of children. Also see library Unattended Child Policy.
Bringing pets or animals, other than service animals necessary for disabilities, into the library, except as authorized. The library complies with ADA requirements that state service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls. Service animals must be housebroken and well behaved. Unwarranted and unprovoked violent behavior, such as uncontrolled barking, growling at other customers, jumping on other people, or running away from the owner are examples of unacceptable behavior.
Roller skating, skate boarding on library property, parking bicycles in non-designated areas

**Prohibited Conduct includes but is not limited to the following:**

Immediate Suspension and/or Permanent Ban
Engaging in any activity in violation of Federal, State, local or other applicable law
Fighting, physical threats or abuse to self or others
Threatening language
Destructive abuse of Library furnishings, equipment or materials
Being under the influence of alcohol/illegal drugs or selling, using, or possessing same
Intentionally causing a false fire alarm
Smoking, vaping of any kind, and using tobacco products is prohibited within the library and on library property. Tobacco is defined as any product derived from, smoked, or containing products of tobacco. This includes, but is not limited to cigarettes (cloves, bidis, kreteks), chewing tobacco (spit, spitless, smokeless, chew, snuff, and snus), cigars and cigarillos, hookah and hookah-smoked products, pipes, blunts, smokeless tobacco, and similar products. Electronic cigarettes or e-cigarettes (vaping) are prohibited with or without the use of tobacco. The use of any product simulating the previously mentioned products is also prohibited.
Bringing firearms or other weapons onto library property. Under the provisions of the Kansas Personal and Family Protection Act (Senate Substitute for House Bill 2052), licensed citizens may carry concealed handguns. Concealed handguns must be under the control of the owner at all times.
Theft and/or attempted theft of library property or the property of patrons and staff
Engaging in sexual activity, offensive touching or indecent exposure
Photographing others without their consent or as authorized
Destructive or illegal use of computers and/or Internet
Trespassing in nonpublic areas
Use of restrooms for bathing or laundry purposes
Stalking or intimidation
Panhandling
Being in the library without permission of an authorized library employee before or after library operating hours
Trespassing after previous suspension or ban

# Crafting

## Selecting

- ▶ Trauma/Drama

## Tweaking

- ▶ Accessible
- ▶ Clear
- ▶ Enforceable



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# Policy Approval Process

1. New policy first draft prepared by director with staff input  
Current policy reviewed by director with staff input
2. Draft to board policy committee/policy wrangler
3. Approved draft comes out of policy committee/back from wrangler (okay with director/legal?)
4. First reading on board agenda/input from the board
5. Board approval

# Implement

- ▶ Educate staff and volunteers
- ▶ Post online
- ▶ Post prominently in the library (legal requirement?)
- ▶ Paper copies available at the circulation desk

# Crafting Summary

- ▶ Use available resources
- ▶ Write policies that can be
  - ▶ understood by public
  - ▶ approved by board
  - ▶ implemented by staff



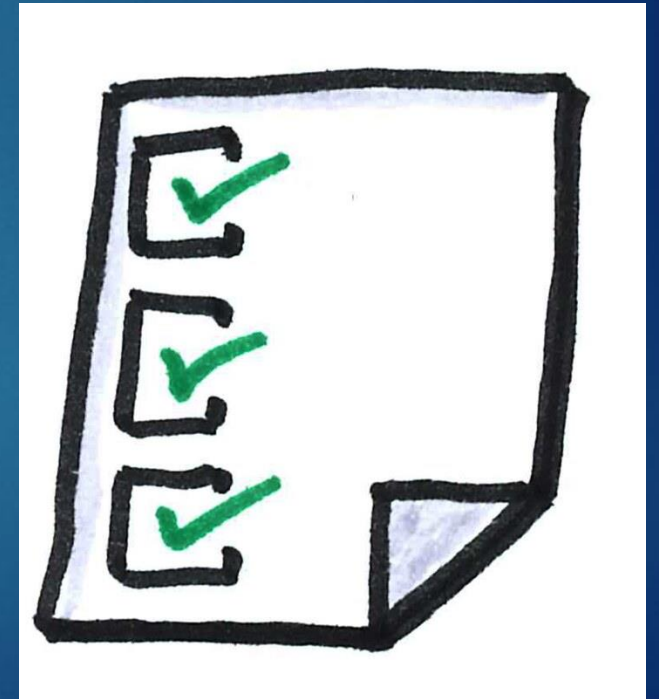
# What's Next?



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# Find and Review Current Policies

- ▶ What policies do you already have?
- ▶ How old are they?
- ▶ What is missing?
- ▶ What is essential?
- ▶ What is desirable?



# Policy Maintenance

- ▶ Board reviewed every three years
- ▶ Create a manageable timeline
- ▶ Board agenda calendar
- ▶ Policy wrangler? Board sub-committee?
- ▶ 24 policies/8 policies to review each year
- ▶ Longer review/more frequently – personnel policy



# In Summary

## ▶ Crafting

- ▶ Input from director, staff, board, community
- ▶ Write clear, concise, enforceable policy
- ▶ Board approval
- ▶ Implement
- ▶ Make publicly available

## ▶ Maintenance

- ▶ Review regularly
- ▶ Modify as needed
- ▶ Prepare for challenges



"A woman's hands tying a ribbon around a red gift wrapped present with fake snow paint on a white table" by [ProFlowers.com](https://www.proflowers.com) is licensed under [CC BY 2.0](https://creativecommons.org/licenses/by/2.0/).

# Remember:

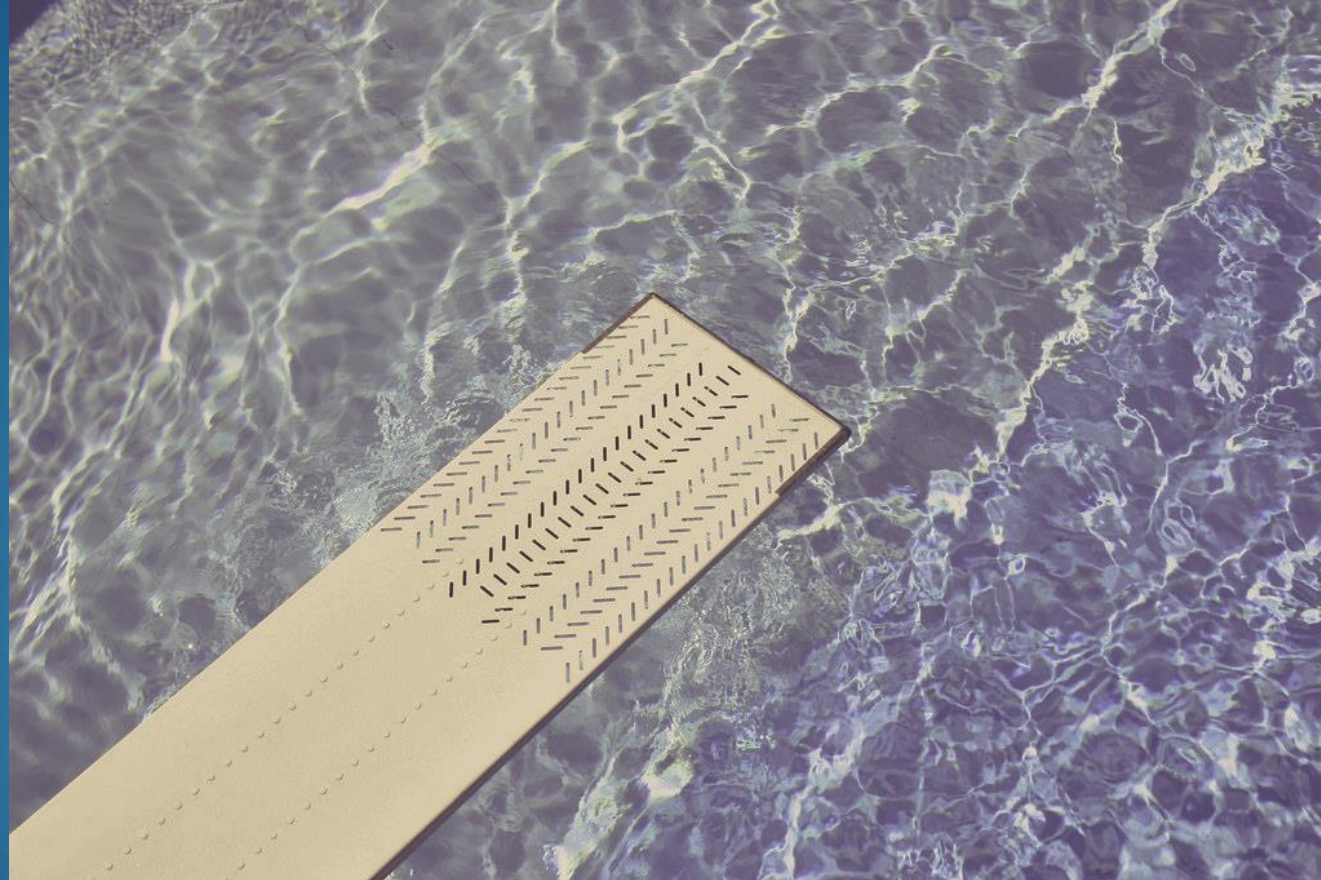
- ▶ Policy
- ▶ Plan
- ▶ Protection
- ▶ Public
- ▶ Politics



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# Questions?



"Crystal Clear Swimming Pool Water with Diving Board" by Image Catalog is marked with [CC0 1.0](#).

# Thank you WebJunction!



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