

~~Galway Public Library~~  
~~PROTOCOL PATRON BEHAVIOR POLICY~~

The Board of Trustees believes that the patrons of the Galway Public Library have the right to use library materials and services without being disturbed or impeded by others, that patrons and staff have the right to a safe environment and to materials and facilities that are in good condition.

A. CONDUCT

Patrons shall be engaged in activities associated with the use of a public library or preapproved by the library. All patrons are expected to observe and respect the rights of other library users and staff. If a patron's conduct is disruptive to library operations and other patrons' use of the library, that patron may have their privilege of using the library denied until the problem is resolved.

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APPEAL Appeal: Anyone wishing to appeal their denial of library services may submit an appeal in writing to the Library Director. This appeal will be presented to the Library Board of Trustees and voted upon.

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CHILDREN Children:

Adequate supervision of children is necessary to ensure the safety and comfort of all persons using the Library and the good condition of the Library and its contents.

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Except at adequately supervised library programs, no child under the age of ten (10) shall be allowed to remain in the library unless he/she is supervised by an older responsible sibling or adult that is not scheduled to work at the Library. ~~Children of staff, regardless of age, must be supervised by a non-staff member and are not allowed in staff areas unless participating in a library program. Remove because not patron behavior/basicallly in security guidelines?~~

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The Galway Public Library will assume no responsibility for any child left unattended. Those supervising young children will be expected to control their charges and eliminate running, fighting, or inappropriate behavior. If such behavior is not controlled, the individual or group will be invited to leave.

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Children age 10 and over may use the library subject to all general rules of conduct applied to all Library patrons.

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~~applied to all Library patrons.~~

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~~I certify our Board of Trustees adopted the above on December 4, 2014~~

~~Arlene Rhodes (PRESIDENT) DATE December 6, 2014~~

**B. FOOD, TOBACCO, ALCOHOL, OTHER SUBSTANCES**

~~Policy absolutely prohibits the use of alcohol, any tobacco product, or any illegal substance in the Library by either patrons or staff.~~

Patrons are ~~only~~ permitted to drink only water from closeable containers in the main collection area and in the Conference Room. Food and other drinks are not allowed in the main collection area nor in the Conference Room unless the Director permits it for a program. Food and drink are allowed ~~eat or drink in designated areas while in the library in the Program Room and foyer~~ during programs or open houses at the discretion of the ~~Library~~ Director. The person in charge shall supervise ~~such any~~ eating or drinking and see that residue is ~~appropriately~~ handled appropriately.

~~Staff and volunteers should limit their consumption of food and drink to the kitchen area during regular library hours. (Remove because not patron behavior/covered above?)~~

**C. TOBACCO, ALCOHOL, OTHER SUBSTANCES**

The Library is a tobacco-free and drug-free facility; the use of alcohol, any tobacco product, or any illegal substance by patrons or staff is absolutely prohibited in the library or on library property.

**D. ANIMALS**

No animals shall be allowed in the Library with the exception of those which assist persons with disabilities or those brought in by staff for special programs. No one shall affix an animal's lead to any outside portion of the Library or yard while utilizing the Library.

**VANDALISM**

~~Any vandalism shall be reported immediately as discovered to the Library Director or to a member of the Library Board via telephone. The Director shall see that the matter is corrected (e.g.: broken window) and report the matter to the local authorities and the President of the Library Board.~~

Revised 4/13/99 and 4/17/13 and 12/23/22

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~~\_\_\_\_\_ (PRESIDENT) DATE December 6, 2014~~

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## **EMERGENCIES**

The staff and Library Board shall be alert to any unsafe conditions and take immediate action to correct any that are found.

In an emergency condition, the person in charge is the library board member, staff member, or the senior person in charge of any given program at the Library, including volunteers. Any staff person or in-charge volunteer who becomes aware of any emergency situation shall:

1. Eliminate the dangerous situation, if possible.
2. Call 911 and report problem, if necessary.
3. Remove all patrons and volunteers if necessary, turn off all lights, and close doors *after being certain that no one is remaining in the building.*
4. In the event of a power outage, the Library will close.
5. Contact a member of the Board to notify them of the problem.

## **Security Guidelines**

### **A. Staffing Guidelines**

1. All open hours will be staffed by two individuals. At least one must be a paid employee.
2. At the end of each shift, any monies collected or donated will be reconciled via the cash register system software (QuickBooks) and counted by a staff member on duty and secured in a locked area.
3. Staff members should lock up their personal monies at the beginning of each shift.
4. The front desk area is to have a staff member present at open hours with a clear view of the front door and office entrance.
5. Only authorized library personnel (staff, board members, and volunteers) are to be in the office and storage areas. Anyone else must have a staff member present if in these areas.
6. As soon as any property of the Galway Public Library, its staff, patrons, or volunteers is discovered missing, the senior staff person on duty is to make a written record of the event and notify the Library Director and the President of the Board immediately.

### **B. Keys**

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- ~~1. All designated alarm responders, the Library Board President and CEO, the Buildings and Grounds chairperson, the bookkeeper, the Galway Volunteer Fire Company, the SALS delivery person, and permanent staff required to open or close the Library will be given a key and an individual alarm code. Each key must be signed for and the individual must understand the security issues involved. This key and code are not to be given out or shared with any other person at any time. A lost key must be reported to the Library Director immediately.~~
- ~~2. Additional keys and codes may be issued for special projects and programs. This key and code must be promptly relinquished whenever the task is finished. The key and code are not to be shared or given to any other person at any time.~~

~~C. Alarm System Procedures~~

~~In the event of the alarm being activated:~~

- ~~1. Wait for police or fire department personnel to arrive.~~
- ~~2. Open door and enter.~~
- ~~3. Turn off alarm.~~
- ~~4. Call the alarm company.~~
- ~~5. Inspect the building for the cause of the alarm.~~
- ~~6. If secure, reset the alarm and leave.~~
- ~~7. Notify the Library Director and the President of the Board within 24 hours.~~

~~I certify that our Board of Trustees adopted the above policy at a meeting held on 4/17/13. This document reflects revisions made to the original policy adopted 4/13/99 and revised 4/17/13.~~

~~\_\_\_\_\_  
Susan Y. Stewart, Board President~~

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~~\_\_\_\_\_  
Arlene Rhodes (PRESIDENT) DATE December 6, 2014~~

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