



WAUKESHA PUBLIC LIBRARY

321 WISCONSIN AVENUE
WAUKESHA, WISCONSIN 53186-4786
TELEPHONE 262/524-3680 FAX 262/524-3677

Bruce Gay, Executive Director
bgay@waukesha-wi.gov

SECURITY AND SAFETY MANUAL

FOR EMPLOYEE USE

Policy adopted by:
Waukesha Public Library Board of Trustees
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SECTION ONE - GENERAL INSTRUCTIONS AND SUGGESTIONS

No two situations are identical so a step by step handbook on handling all of the contingencies that might be encountered cannot be offered. The policies and procedures adopted by the library provide a broad general direction that is intended to ensure fairness and to provide staff with the ability to act with confidence.

Enforcement of the policies in this document can be successful only to the extent that several general principles are observed:

EVERYONE IS RESPONSIBLE

Keeping the library a peaceful and secure place is the responsibility of every staff member. All staff members should be familiar with the "Code of Conduct for the Waukesha Public Library" (Appendix A) and are expected to play their part in keeping the library as pleasant an environment for the public as possible.

KNOW WHO IS IN CHARGE

Know who is in charge and available in the building on any given day. Make note of whether the Security Guard is present in the building.

BE CONSISTENT IN ENFORCING

Be consistent in enforcement. For example, if you enforce a rule with a group of teenagers, enforce the rule for a group of adults.

TAKE TIME TO EVALUATE

Take the time to evaluate the situation before you react. Assess the seriousness of the situation and then take prompt action. Ignoring a problem hoping that it will go away will not make it go away. On the contrary, it may escalate. In addition, ignoring or failing to take timely and appropriate action on a known or existing problem can result in the library being held liable for any damages that might result.

MAINTAIN A CALM, NONJUDGMENTAL MANNER

Conduct yourself in a manner that is designed to reduce rather than increase tension. Maintain a calm, nonjudgmental manner. Remember that the problem behavior is not (usually) directed at you personally. Remain courteous; politeness defuses many arguments. Staying calm will often help defuse an unpleasant situation and will allow you to exercise better judgment.

USE CLEAR, FIRM LANGUAGE

Explain your position in clear, firm language. It is important that the problem causers see you taking charge. Don't be hesitant or appear unsure of yourself. Avoid a loud tone of voice or phrases that might be considered moralizing or condescending. Do not lose your temper or let yourself get drawn into an argument. Simply repeat your position firmly, if necessary. Stay focused on the single matter at hand, do not let yourself be sidetracked. If you feel yourself becoming increasingly angry or if you are having problems getting through to the customer ask another staff member for help (and to take some of the heat off you).

PRESENT ALTERNATIVES

Present suitable alternatives, if possible.

EXPLAIN LIMITS/CONSEQUENCES

Explain limits and consequences. Let the problem customer know clearly what will happen if the behavior persists. Example: "If we get another complaint about your behavior, you'll be told to leave the library."

SUPPORT YOUR CO-WORKERS

Be supportive of your co-workers. Develop teamwork. No one should feel alone on the front lines. When any staff member becomes involved in a difficult situation, others in the vicinity should stop what they are doing and lend support even if it is in a non-verbal way. Do not hesitate to call on another staff member to back you up. Go to the aid of another staff member when necessary. Support and teamwork are especially important if you have any suspicion that the person may become violent. In fact, it is always advisable to approach any customer about whom you feel uncomfortable, or anyone about whom you receive a complaint who may be in an isolated part of the building, in tandem with another staff member. Handling certain types of problem in pairs will frequently defuse a situation that can escalate in a one-on-one situation. Working in pairs also provides two witnesses to an action so that a potential "Who are you going to believe - him or me?" situation does not arise.

POSITION ANY CONFRONTATION

Try to position any confrontation in a place that allows the offender a route to withdraw and leave, and the staff member space to withdraw in the face of serious threat or violence.

HANDS OFF

Never touch a problem customer (unless it is very clearly to defend yourself.) For example, do not take a customer's arm to escort him/her from the library.

CALL OUTSIDE HELP

Call outside help if necessary. If you have warned a problem customer with no result, call the Security Guard, Department Head, or Librarian-in-Charge and relate the situation to him or her. Generally, this staff member will be the one to call the Police or other agency when necessary. However, in the case of an obvious emergency, no staff member should hesitate to call the Police. Safety is always of more concern than protocol.

PAGE MR. DEWEY

If there is a possibility of physical danger, use the Public Address system to issue the library's "Code Blue" code - "**PAGING MR. DEWEY**" Ask "Mr. Dewey" to come to your workstation. All available Department Heads and staff should respond to this call immediately.

COMPLETE A REPORT FORM

Fill out the appropriate report form. Whenever you have a problem, fill out a report form and give it to the **Department Head or Librarian-in-Charge Head of Operations**. Report forms will be duplicated and routed to **all library departments the Head of Operations and a copy will be placed in the staff room** so that staff may become familiar with the incident and be aware of the individual or how the incident evolved/was solved. Be aware that any written reports may be considered public records under Chapter 19 of the Wisconsin Statutes.

SECTION TWO - PROBLEM AND DISRUPTIVE BEHAVIOR

Disruptive conduct is any behavior that disrupts the normal functioning of the library. Disruptive behavior, although not categorized as dangerous, materially disrupts the use of library facilities, collections or services or the ability of staff to perform its duties. This behavior detracts from the quiet, pleasant environment that the library seeks to maintain.

Disruptive behavior includes, but is not limited to, loud talking and laughing, fighting, throwing objects, and boisterous behavior. All conduct that materially disrupts the use of the library facilities, collections or services or is defined as unacceptable in this library's environment is prohibited.

Alphanumeric codes have been appended to the behaviors listed below. Please use these codes in the appropriate place on any incident report form that is filed.

Be aware that any written reports may be considered public records under Chapter 19 of the Wisconsin Statutes.

In the case of repeated disregard of the Code of Conduct, the World Wide Web Access Policy, World Wide Web Usage Rules, or the Problem and Disruptive Behavior Guidelines, it may be necessary to escalate the response.

In the case of continued or repeated violation of the Code of Conduct or the Problem and Disruptive Behavior Guidelines, please refer to Section Five of this manual below for the escalation procedure.

In the case of continued or repeated violation of the World Wide Web Access Policy or the World Wide Web Usage Rules, please refer to Section Six of this manual below for the escalation procedure

ABANDONED PROPERTY

Customers must keep personal property with them while using the library. The library cannot be responsible for personal items that are left for prolonged periods on the floor, on chairs, in study rooms, on the grounds, etc. Further, there are potential security concerns with these items.

→ **CODE:** AB

→ **RESPONSE:** TWO STAFF MEMBERS SHOULD INSPECT THE ITEM(S) AND ATTEMPT TO IDENTIFY THE OWNER. THE ITEM(S) SHOULD BE PLACED IN THE LOST AND FOUND AT THE CIRCULATION DESK WHERE THEY WILL BE HELD FOR 60 DAYS. THE POLICE SHOULD BE NOTIFIED FOR ANYTHING POTENTIALLY DANGEROUS.

ADULTS IN CHILDREN'S AREA

Adults not accompanying a child may only use the Children's area when it is necessary to use the resources specific to the Children's area. Only adults who are accompanying a child are permitted to use the restrooms located in the Children's area.

→ **CODE:** AD

→ **RESPONSE:** CONSULT WITH THE CHILDREN'S STAFF AND THEN ASK THE PERSON TO RE-LOCATE DOWNSTAIRS.

ALCOHOLIC BEVERAGES

The possession or use of alcoholic beverages is not allowed in the

library or on the grounds. Use of alcoholic beverages is a violation of the City's Open Intoxicants law.

→ **CODE:** AL

→ **RESPONSE:** CALL THE POLICE.

BOISTEROUS BEHAVIOR

This would include running in and out, running up and down stairs, wandering from group to group making noise, horseplay and annoying other customers.

→ **CODE:** BB

→ **RESPONSE:** ONE WARNING AND OUT.

COPYING CDS/DVDS

Customers using the audiovisual collection in the building on a laptop computer, etc. is perfectly acceptable. It is not acceptable to egregiously copy stacks of CDs/DVDs as it violates Federal copyright laws.

→ **CODE:** CO

→ **RESPONSE:** INFORM THEM OF THE COPYRIGHT LAW AND ASK THEM TO STOP.

EATING AND DRINKING

The drinking of nonalcoholic beverages is acceptable within the library as long as the beverage is in a container with a cover, cap, or lid.

Light snacks, candy bars, etc. are acceptable in the library. Meals, bag lunches, fast food, etc. are not acceptable.

Eating and drinking is not allowed near public computers.

→ **CODE:** EA

→ **RESPONSE:** IN THE CASE OF THE VIOLATION OF THE ABOVE RULE(S), STAFF SHOULD APPROACH CUSTOMER, INFORM THEM OF THE ABOVE POLICY, AND ASK THEM IF THEY'D LIKE TO DISCARD THE FOOD/DRINK IN A CONTAINER OR FINISH IT OUTSIDE.

"ELEVATOR TAG"

Playing in or on the elevator is potentially dangerous for both the participants and bystanders. It is also disruptive to regular traffic patterns and makes use of the elevator difficult for disabled customers who are required to use it.

→ **CODE:** EL

→ **RESPONSE:** ONE WARNING AND OUT.

ENTERING UNAUTHORIZED AREAS

In order to preserve security and to protect the safety of personnel and property, customers are to be prohibited from entering such unauthorized areas as workrooms and offices when unaccompanied by members of the staff.

Any person discovered in an unauthorized area who is not wearing a

staff identification badge and who is unknown to a staff member is to immediately be questioned, firmly but politely, as to the nature of their business in that area. They should then be accompanied to either the area they are seeking (usually the case in the administrative area), or escorted from the area. Staff should pay close attention to any identifying characteristics of anyone found in an unauthorized area.

→ **CODE:** EU

→ **RESPONSE:** NO WARNING – OUT

FAILING TO LEAVE OR COOPERATE DURING EMERGENCIES

Emergencies such as fires, bomb threats, or tornadoes require immediate and full cooperation from the public in order to assure that public safety is not compromised in any way. Situations have arisen in which customers have been uncooperative with staff during building evacuations and this can not be tolerated.

→ **CODE:** FC

→ **RESPONSE:** THIS IS ONE INSTANCE WHERE ABSOLUTE COURTESY CAN BE COMPROMISED. UNCOOPERATIVE CUSTOMERS ARE TO BE INFORMED IN A FIRM AND UNCOMPROMISING MANNER THAT THEIR COOPERATION IN AN EMERGENCY IS NOT BEING REQUESTED, IT IS REQUIRED. FAILURE TO COOPERATE MAY RESULT NOT ONLY IN BODILY HARM AS A RESULT OF THE EMERGENCY BUT ALSO POTENTIALLY IN LEGAL ACTION THROUGH JEOPARDIZING PUBLIC SAFETY AND FAILURE TO FOLLOW THE ORDERS OF A PUBLIC OFFICIAL IN AN EMERGENCY.

FEET ON TABLES AND CHAIRS

As long as no damage is being done to the low tables and chairs, i.e., muddy shoes, etc., and nobody is being inconvenienced, customers may make themselves reasonably comfortable.

Placing feet on normal height tables, lying on couches, and the placing of bare feet on any furniture is expressly forbidden.

→ **CODE:** FT

→ **RESPONSE:** ONE WARNING AND OUT.

FIGHTING

Whether real or pretend.

→ **CODE:** FI

→ **RESPONSE:** NO WARNING - OUT.

INAPPROPRIATE OR ILLEGAL USE OF WORLD WIDE WEB STATIONS

The public access computers are not intended to be used for any activities that do not correspond to the Library's mission and service program. The Library staff may impose procedural restrictions, such as time limits and sign-ups, on the use of Library equipment. While respecting an individual user's right to privacy, staff has the right to monitor use of Internet workstations to ensure compliance with this policy. Inappropriate or illegal use of this resource is prohibited and can result in the loss of Web or Library privileges.

Specific activities prohibited by the library's World Wide Web Access Policy (see Appendix B) or the World Wide Web Usage Rules (Appendix C) include, but are not limited to accessing files, passwords, or data belonging to others; damaging or altering hardware or software; unauthorized reproduction of copyrighted, licensed, or other protected material; misrepresenting oneself as another user; harassing or interfering with other users; violation of any local, state, federal, or international laws. Attempting to bypass the Library-installed filters is prohibited.

→ **CODE:** **WW (ADDITIONAL WEB USE-SPECIFIC CODES ARE APPENDED TO THE USAGE RULES IN APPENDIX C)**

→ **RESPONSE:** **ONE WARNING PER USE SESSION AND THEN TERMINATION OF USAGE FOR REMAINDER OF SESSION**

LASER POINTERS

The use of laser pointers in the library by anyone other than an individual making a presentation at a scheduled meeting in a library meeting room is prohibited as an inappropriate and potentially harmful activity.

→ **CODE:** **LP**

→ **RESPONSE:** **ONE WARNING AND OUT.**

LEAVING YOUNG CHILDREN UNATTENDED

This creates a special problem for staff who may then have to function as baby-sitters. It can also be a serious situation, as a child may be injured, become ill, or leave the building.

Children eight years of age or older may use the library unattended, but the child must carry contact information. Children under the age of eight must be accompanied by a parent, legal guardian, or caregiver twelve years of age or older. Preschool children must be in sight and supervised.

Any unattended child should be taken to the Security Guard, Department Head, or Librarian-in-Charge.

The staff member in charge should try to locate the parents within the building. If they are located, explain firmly that the library cannot be responsible for their child and that staff are much too busy to care for

their child.

If parents cannot be located, the staff member in charge should call the police. A staff member should remain with the child until authorities arrive.

Under no circumstances shall a staff member drive a child home or remain alone with a child during non-library hours.

LENGTHY CONVERSATIONS

Some lonely people and people with developmental disabilities are attracted to public libraries. We must be patient and understanding with these customers while at the same time not allowing them to monopolize large amounts of our time.

Politely and firmly discourage long, irrelevant conversations. If a customer persists, remind them politely that you have to return to work or help another customer.

LOITERING

Loitering is defined as **being in a place, at a time, or in a manner not usual for law-abiding individuals under circumstances that warrant alarm for the safety of persons or property in the vicinity, as well as the blocking of streets and sidewalks. remaining or wandering in a public place without any apparent legitimate reason** (Waukesha Municipal Code, Chapter 11 - 11.05, 11.05(3), 11.11). ~~Anyone who mills about or sits doing nothing for 10 or 15 minutes could be considered loitering. "No Loitering" signs have been placed in the main entrance and adult restrooms to provide a legal basis for the removal of individuals in those areas.~~

→ **CODE:** LO

→ **RESPONSE:** ONE WARNING AND OUT.

LOUD TALKING AND LAUGHING

Since it is difficult to maintain a consistent noise or quiet level, and sensitivity to noise varies from one person or group to another, the focus will be on whether one person or group is heard above the general noise level in the library at a particular time. People conversing in louder tones than the general noise level should be requested to lower their voices.

→ **CODE:** TL

→ **RESPONSE:** TWO WARNINGS AND OUT.

MOVING FURNITURE

Chairs, tables, and other furniture are not to be moved without the permission of a staff member.

→ **CODE:** FN

→ **RESPONSE:** ONE WARNING AND OUT.

NO SHOES OR SHIRT

Customers are not permitted in the building without wearing shoes and a shirt. Remind the customer of the rule. Of course, if they don't have shoes or a shirt with them to put on, they will have to leave at once.

In the interest of comfort, a customer may remove their shoes while they are sitting in the building.

→ CODE: SS

→ RESPONSE: ONE WARNING AND OUT.

OBSCURING YOUR IDENTITY

A customer obscuring their identity may be considered to be suspicious. The wearing of items such as hoods, masks, etc. with the intent of hiding one's identity is not allowed. Ask the customer to remove the item in question.

→ CODE: OI

→ RESPONSE: ONE WARNING AND OUT.

PARKING OF BICYCLES, ETC.

The library entrance doors, landings, ramps, and rails must be kept clear to provide for safe access to and exit from the library building. ~~Parking bicycles, etc. in these places is prohibited by the Waukesha Municipal Code, Chapter 11.11 which governs obstruction of streets and sidewalks and the hindrance of ingress and egress to or from public buildings.~~ Bicycles, etc. also may not be parked in the lobby. Bicycle parking racks are provided for customers for their use while using the library. **Bicycle locks are available for checkout.**

→ CODE: PB

→ RESPONSE: ASK CUSTOMER TO PARK BICYCLE IN RACK.

PERSONAL HYGIENE THAT DISRUPTS USE OF LIBRARY FACILITIES OR COLLECTION

Customers whose bodily hygiene is offensive so as to constitute a nuisance to other persons shall be required to leave the building.

→ CODE: PU

→ RESPONSE: TELL CUSTOMER THAT COMPLAINTS HAVE BEEN RECEIVED REGARDING THEIR HYGIENE AND THAT AS A RESULT THEY MUST LEAVE THE LIBRARY AND RESOLVE THE CONDITION BEFORE RETURNING.

PETS

Animals of any kind are not allowed in the library. The only exception is a service animal, **which, by definition, is a dog. Emotional support animals are not covered by the ADA.** Anyone entering the library with a pet should be asked to leave. Pets should not be tied up or left unattended outside of the building.

→ CODE: PE

→ RESPONSE: NO WARNING - OUT.

Of course, if the customer returns without the pet, he/she should be

allowed to use the library. In the case of service animals, only two questions can be asked, is it a service animal and what service does it provide.

PHOTOGRAPHING AND VIDEOTAPING

Photographing and videotaping in the library building without prior consent is not allowed. This prohibition is in effect primarily to protect the privacy of customers using the library and staff and to decrease the possibility of disruption caused by this activity. Anyone wishing to photograph or videotape within the library building must have the permission of the Librarian in Charge.

→ **CODE:** **PV**

→ **RESPONSE:** **ONE WARNING AND OUT.**

PLAYING CARDS IN THE LIBRARY

Playing cards in the library is an inappropriate use of the library facility and is not permitted, unless it is part of a library sponsored program. Previous incidents of individuals playing cards in the library were marked by noise, loitering, and possible gambling. Therefore the practice is to be firmly discouraged.

→ **CODE:** **CA**

→ **RESPONSE:** **ONE WARNING AND OUT.**

REMAINING IN THE LIBRARY AFTER CLOSING

The library building is to be thoroughly checked upon closing. If anyone is found trying to conceal themselves by hiding, attempting to conceal themselves by eluding and evading closing staff, refusing to leave, or habitually leaving late they should be considered suspicious and be advised that if they fail to leave immediately, and in the future on time, the police will be summoned.

→ **CODE:** **RE**

→ **RESPONSE:** **NO WARNING - OUT**

ROLLER BLADING, SKATING, SKATEBOARDING ON LIBRARY PROPERTY

Roller blading, skating and skateboarding on library property (sidewalks, stairs, handicapped ramps, immediate parking lot) is a violation of the Waukesha Municipal Code, Chapters 11.01 and 11.11 11.075 and is a significant hazard to both the public using the library and the roller bladers/skaters/skateboarders themselves. Signs are posted on the library premises. The use of hoverboards, scooters, and similar devices are also restricted on library property.

Individuals entering the building wearing roller blades or skates are to be informed that they must leave and return with appropriate footwear. They may not remove the roller blades and use the library barefooted or wearing just socks.

→ **CODE:** **RB**

→ **RESPONSE:** **ONE WARNING AND THEN CONTACT POLICE.**

ROLLING CIGARETTES

The rolling of cigarettes is not allowed in the library because of the mess that it creates.

→ **CODE:** **RO**

→ **RESPONSE:** **ONE WARNING AND OUT.**

RUNNING AND PLAYING

This is not only distracting to other customers, but it can be hazardous since accidents are more likely to occur. The degree to which this can be tolerated will depend on the age of the customer. Small children may need to be guided into more appropriate use of the library. If their behavior is creating a problem, parents should be told. Older children who seem to view the library as a playground should be reminded that running and playing are not allowed.

→ **CODE:** **RU**

→ **RESPONSE:** **TWO WARNINGS AND OUT.**

SHAVING, BATHING OR LAUNDERING CLOTHES IN PUBLIC RESTROOMS

The library's public restroom facilities are not an appropriate place to conduct personal bathing or laundering activities. Customers needing to bathe or to launder items are to be referred to appropriate facilities for these activities. Bathing facilities may be available through the Salvation Army and there are a number of public laundromats in the area around the library.

→ **CODE:** **SH**

→ **RESPONSE:** **ONE WARNING AND OUT.**

SLEEPING

Sleeping is not allowed in the library. However, a customer may become drowsy and doze off momentarily while reading. This regulation pertains to those who are noisy, sprawled out on the furniture, or generally disturbing to other customers. Awaken them by speaking to them; do not touch or shake them. They should be asked if they are ill and, if not, told to stay awake.

→ **CODE:** **SL**

→ **RESPONSE:** **ONE WARNING AND OUT.**

SMOKING

Smoking is prohibited in the library and on the posted exterior grounds by state law (Wisconsin State Statutes - 101.123 (2)). If you see someone smoking, ask them to stop immediately or leave the library. If someone is smoking too close to the building, ask them to move outside of the posted area, close to an ash tray. This prohibition includes the carrying or smoking of all forms of lighted cigars, cigarettes, pipes, and any other smoking equipment. It also applies to any electronic devices which simulate smoking, including electronic cigarettes.

→ **CODE:** SM

→ **RESPONSE:** ONE WARNING AND OUT.

SOLICITATION

This includes selling anything, such as raffle tickets or candy, for personal gain or for a charitable cause, **and** begging, surveying by non-library groups, panhandling, or circulating petitions. Petitioning may be done on the landing below the entrance steps, as long as the petitioner does not interfere with ingress or egress from the building.

→ **CODE:** SO

→ **RESPONSE:** ONE WARNING AND OUT.

→ **PLEASE NOTE:** ~~DISTRIBUTION OF RELIGIOUS OR EDUCATIONAL MATERIALS FREE OF CHARGE, AS SPECIFIED IN MUNICIPAL CODE CHAPTER 11.17 (4), IS PERMISSIBLE AS LONG AS DISTRIBUTION DOES NOT MATERIALLY DISRUPT CUSTOMER OR STAFF USE OF LIBRARY FACILITIES, SERVICES, OR MATERIALS.~~

TAMPERING WITH COMPUTER EQUIPMENT

Tampering with or intentionally damaging computer hardware, software, printers, operating systems or other associated equipment is expressly prohibited.

Anyone suspected of this kind of activity is to be informed directly that this is forbidden under the Library Code of Conduct and they are subject to removal from the library, or in the case of actual damage, to legal prosecution.

→ **CODE:** PC

→ **RESPONSE** ONE WARNING AND OUT, POSSIBLE POLICE INVOLVEMENT.

THROWING OBJECTS

This would include wadded up papers, paper airplanes, and other small objects.

→ **CODE:** TO

→ **RESPONSE:** ONE WARNING AND OUT.

With larger objects or anything that could cause injury, such as dropping a book over the stairwell.

→ **RESPONSE:** NO WARNING - OUT.

USE OF CELLULAR PHONES

Many people come to the library expecting to find a quiet place to read and study. Therefore, we must ask cell phone users to respect others by observing the following guidelines for cell phone usage in the library:

- Cell phone ringers must be turned off when entering the library.
- Cell phone conversations should be conducted in a low voice.
- The Library reserves the right to ask anyone to relocate to the lobby or leave the building if he/she is disturbing others in any area of the library.

This policy was created in response to suggestions from library users and staff about noise produced by cell phone users within the library.

If a customer wishes to report inappropriate cell phone use, they should contact a library staff member at the nearest service desk.

→ **CODE:** CP

→ **RESPONSE:** TWO WARNINGS AND OUT.

USE OF THE ATRIUM BRIDGE AS A STUDY OR WORK AREA

As the library is restricted in its ability to monitor activities on the "bridge" and as the bridge serves as a primary traffic carrier for both normal and emergency uses, the bridge should be kept clear of individuals attempting to congregate or study on it. Anyone using the bridge who indicates that there is nowhere left to study should be informed that the area must be kept clear for safety reasons and that staff will attempt to locate a study area for them.

→ **CODE:** AB

→ **RESPONSE:** ONE WARNING AND OUT.

USING CHEWING TOBACCO

The use of chewing tobacco in the library is prohibited. If someone is obviously using chewing tobacco (spitting, etc.), ask them to stop or leave the library.

→ **CODE:** CT

→ **RESPONSE:** ONE WARNING AND OUT.

USING OBSCENE LANGUAGE

This is a harder one to call because "obscene" is defined as anything "grossly repugnant to the generally accepted notions of what is appropriate." A word may be obscene to one staff member and not another. For purposes of our policy, obscenity may be defined as language or gestures which convey a sexually explicit message or describe intimate bodily functions in a coarse or crude manner. This can also be extended to messages on clothing.

→ **CODE:** OL

→ **RESPONSE:** ONE WARNING AND OUT.

No staff member should be subjected to verbal abuse, whether obscenity is involved or not. Interrupt the customer and say "your language and behavior are inappropriate. You must either stop or come back when you are calmer." If the customer persists, notify the department head or Librarian-in-Charge or the Security Guard, who will ask the customer to leave the library or will call the Police.

SECTION THREE - ILLEGAL BEHAVIOR

Some behavior is not merely disruptive - it is against the law, and should be handled in a different manner than the merely disruptive. If you witness any illegal behavior, report it immediately to the Security Guard, Department Head, or Librarian-in-Charge. This staff member will generally notify the police. In the case of an obvious emergency or where the time of response is a critical factor, any staff member may call the police.

Be sure to complete an incident report whenever illegal behavior is encountered. Please use the statute chapter and section codes in the appropriate place on any incident report form that is filed. Be aware that any written reports may be considered public records under Chapter 19 of the Wisconsin Statutes.

Examples of illegal behavior and the pertinent statute include:

BATTERY (ASSAULT)

Wisconsin State Statutes - 940.19

Whoever causes bodily harm to another by an act done with intent to cause bodily harm to that person or another without the consent of the person so harmed...

CONTROLLED SUBSTANCES

Wisconsin State Statutes - Ch. 161

The sale, use, or distribution of any controlled substance, as defined by the Uniform Controlled Substance Act (cited above), anywhere on library property is illegal.

CRIMINAL DAMAGE TO PROPERTY Wisconsin State Statutes - 943.01

Whoever intentionally causes damage to any physical property of another without that person's consent. (This includes the property of the Waukesha Public Library.)

DISORDERLY CONDUCT (DRUNK AND/OR)

Wisconsin State Statutes - 947.01

Whoever in a public or private place, engages in violent, abusive, indecent, profane, boisterous, unreasonably loud or otherwise disorderly conduct under circumstances in which the conduct tends to cause or provoke a disturbance...

➔ DRUNKENNESS IN AND OF ITSELF IS NOT A VIOLATION OF LAW. IT IS A VIOLATION ONLY IF THE DRUNKEN PERSON IS DISORDERLY.

HARASSMENT

Wisconsin State Statutes - 947.013

Whoever with intent to harass or intimidate another person does any of the following...

- a) Strikes, shoves, kicks or otherwise subjects the person to physical contact or attempts or threatens to do the same.
- b) Engages in a course of conduct or repeatedly commits acts which harass or intimidate the person and which serve no legitimate purpose.

LEWD AND LASCIVIOUS BEHAVIOR

Wisconsin State Statutes - 944.20

Whoever...

- 1) Commits an indecent act of sexual gratification with another with knowledge that they are in the presence of others; or
- 2) Publicly and indecently exposes a sex organ.

THEFT OF LIBRARY MATERIALS

Wisconsin State Statutes - 943.61 (2)

Whoever intentionally takes and carries away, transfers, conceals, or retains possession of any library material without the consent of a library official, agent or employee and with intent to deprive the library of possession of the material.

THEFT (GENERAL)

Wisconsin State Statutes - 943.20

Whoever intentionally takes and carries away, uses, conceals, or retains possession of moveable property of another without consent and with intent to deprive the owner permanently of possession of such property.

→ IN THE EVENT OF THEFT OF PROPERTY FROM A CUSTOMER, WHEN THE CUSTOMER REPORTS THE THEFT, THE STAFF MEMBER SHOULD ALWAYS ASK THE CUSTOMER IF THEY WISH TO FILE A REPORT WITH THE POLICE AND OFFER THE USE OF A LIBRARY PHONE TO FILE THE REPORT. INFORM THE CUSTOMER THAT THE LIBRARY CAN NOT FILE THE REPORT FOR THEM.

SECTION FOUR - ACTIVITIES BEYOND LIBRARY JURISDICTION

The public will occasionally report possibly dangerous or illegal activities occurring in Cutler Park, the parking lot, or the surrounding neighborhood. These areas are technically beyond the Library's jurisdiction and there is very little that the Library can do, but the public is frequently unaware of this. It is somewhat of a judgment call in handling problems of this nature but the following guidelines should be applied.

IF CRIMINAL ACTIVITY IS OCCURRING

Regardless of where the incident is taking place, if an obviously illegal act is occurring, whether it involves physical harm to an individual or damage to property, notify the Police immediately. Ask the customer reporting the incident to remain at the Library until the Police arrive so that the customer can inform the Police first-hand of what occurred.

IF A PERSON IS SICK OR INJURED

Regardless of where the incident is taking place, if someone is sick or injured, notify **Police/Fire Dispatch** ~~the Fire Department~~ immediately. Ask the customer **or staff member** reporting the incident to remain at the Library until the Fire Department arrives so that they **customer** can inform the Firefighters or Paramedics first-hand of what occurred.

Be sure to complete and file an Accident/Other Incident Report Form (Yellow Form) as quickly as possible. Be aware that any written reports may be considered public records under Chapter 19 of the Wisconsin Statutes.

IF PROBLEM IS A NON-EMERGENCY

If a Library user notifies you of a non-emergency problem, i.e., complaint of trash or lack of maintenance in the park, children being reckless on the playground equipment, etc., which is occurring in an area beyond Library's jurisdiction, offer the customer the use of a telephone for them to use in notifying the appropriate agency. You might have to diplomatically explain to the customer (and they may be less than understanding) that the area of their concern is not in the Library's jurisdiction and that another agency will have to handle the problem. But, if at all possible, have the customer talk to the agency directly in non-emergency matters in order to cut out the "middle man".

SECTION FIVE – CODE OF CONDUCT/PROBLEM BEHAVIOR PENALTIES

Repeated disregard or violation of the Code of Conduct or Problem Behavior Guidelines must be taken seriously and acted upon to prevent the behavior escalating to the point where library operations are severely disrupted and staff and the public exposed to behaviors that diminish their ability to accomplish their work or use the library in a comfortable, undisrupted and unthreatened manner.

In order to provide a means by which the response to repeated violation of the Code is escalated and the seriousness of the continued activity driven home to the individual(s) involved, the following staged procedure is to be used.

Accurate and complete record keeping is absolutely necessary to make this escalation procedure successful. A Code of Conduct Incident Report (Pink Form) should be filed at each stage of the escalation. Be aware that any written reports may be considered public records under Chapter 19 of the Wisconsin Statutes.

Definition of Library Premises: For the purpose of this policy Library Premises are defined as all spaces within the physical library building and other contiguous spaces as listed herein. Contiguous spaces include the exterior front entrance area including stairs and handicapped access ramps; the building exterior alcoves located on the north, northeast, and northwest sides of the library; the sidewalks bordering the library building and extending from the east parking lot and across the front of the library building and the sidewalk extending from the library entrance area to Maple Avenue past the bike racks and benches. Also included are the staff parking lots on Maple and the main public parking lot delineated by the St. Luke's Lutheran Church parking lot fence to the east, Carroll Street to the south, and Maple Avenue to the west.

Stage 1 The Stage 1 penalties are listed with the prohibited behavior in Section Two of this manual. In most cases it involves a verbal warning and, in the event of repeated behavior, possible removal from the Library premises for the remainder of the day.

If, for any reason, a customer is told to leave the library as a result of their violation of a regulation, it is mandatory that a Code of Conduct Incident Report (Pink Form) be completed and filed as soon as possible.

Stage 2 Should a customer involved in a Stage 1 incident repeat their previous behavior or engage in other Code of Conduct or Problem Behavior violations, the customer's behavior is to be escalated to Stage 2. Stage 2 results in the customer being denied entry to the Library premises for a period of one week.

Again, it is mandatory that a Code of Conduct Incident Report (Pink Form) be completed and filed as soon as possible. It should be noted on the form that this is a Stage 2 violation.

The Assistant Director, in consultation with the involved staff and library managers, must approve the Stage 2 discipline and report any such discipline to the Library Director.

If the discipline is approved, the customer will, when practicable, be given a written notice detailing the violation history along with the start and end dates of the period during which they are denied entry.

Stage 3 Should a customer involved in a Stage 2 incident repeat their previous behavior or engage in other Code of Conduct or Problem Behavior violations, the customer's behavior is to be escalated to Stage 3. Stage 3 results in the customer being denied entry to the Library premises for a period of one month.

Again, it is mandatory that a Code of Conduct Incident Report (Pink Form) be completed and filed as soon as possible. It should be noted on the form that this is a Stage 3 violation.

The Assistant Director, in consultation with the involved staff and library managers, must approve the Stage 3 discipline to the Library Director for approval.

If the discipline is approved, the customer will, when practicable, be given a written notice detailing the violation history along with the start and end dates of the period during which they are denied entry.

Stage 4

Should a customer involved in a Stage 3 incident repeat their previous behavior or engage in other Code of Conduct or Problem Behavior violations, the customer's behavior is to be escalated to Stage 4. Stage 4 results in the customer being denied entry to the Library premises for a period of one year.

Again, it is mandatory that a Code of Conduct Incident Report (Pink Form) be completed and filed as soon as possible. It should be noted on the form that this is a Stage 4 violation.

The Assistant Director, in consultation with the involved staff and department manager, must approve the Stage 4 discipline to the Library Director for approval.

If the discipline is approved, the customer will, when practicable, be given a written notice detailing the violation history along with the start date and end dates during after which they are denied entry.

Preemption I

The Library Director may, on his or her own initiative, or upon the request or recommendation of staff, bypass or escalate the above steps and ban an individual or individuals from using the library for a definite period of time or permanently. This preemption may be invoked whenever an individual is contacted, cited, or arrested by a law enforcement officer for violation of municipal ordinance, or state or federal law. This preemption may also be invoked when an individual engages in seriously dangerous, disruptive and/or illegal behavior. Examples of such behaviors may be, but are not limited to:

- Engaging in any physical violence directed at staff or public.
- Threatening physical violence against staff or public.
- Behaving in a manner that leads staff to reasonably believe that there is a substantial risk of violence.
- Engaging in behavior that disrupts library operations to such an egregious extent that police officers are called to assist with stopping the disruption or removing the disrupter from the library.
- Vandalizing library facilities or collections.
- Theft of library materials.

In the event that the Library Director bans an individual or group under the auspices of this provision, the Director shall provide written notice of such action to the individual. If written notice cannot be provided for reasons beyond the Director's control, written notice shall be effectuated by posting the notice at the library and at any additional location the Director reasonably believes would serve to inform the individual of the ban. *In the event that an individual or group is banned from the Library premises for a period of one year or longer, the Library Director will advise the Library Board of the action*

See also Preemption 2, below.

Appeal

Any person banned from the Library by action of the staff for a period of one year or longer, may request a hearing on the propriety of that ban before the Library Board at its next regularly scheduled meeting.

Preemption 2 In the event that the individual involved in the incident is under the age of 18, the Library Director may follow the procedure outlined in Preemption I with the following modifications:

The Library Director may, on his or her own initiative, or upon the request or recommendation of staff, bypass or escalate the above steps and ban an individual or individuals from using the library for a definite period of time or permanently unless the individual or individuals are accompanied by a parent or legal guardian. This preemption may be invoked whenever an individual is contacted, cited, or arrested by a law enforcement officer for violation of municipal ordinance, or state or federal law. This preemption may also be invoked when an individual engages in seriously dangerous, disruptive and/or illegal behavior. Examples of such behaviors may be, but are not limited to:

- Engaging in any physical violence directed at staff or public.
- Threatening physical violence against staff or public.
- Behaving in a manner that leads staff to reasonably believe that there is a substantial risk of violence.
- Engaging in behavior that disrupts library operations to such an egregious extent that police officers are called to assist with stopping the disruption or removing the disrupter from the library.
- Vandalizing library facilities or collections.
- Theft of library materials.

In the event that the Library Director bans an individual or group under the auspices of this provision, the Director shall provide written notice of such action to the individual's parent or legal guardian. If written notice cannot be provided for reasons beyond the Director's control, written notice shall be effectuated by filing a copy of the notice with the incident report and placing a copy in a folder in the circulation department with any active notifications, and at any additional location the Director reasonably believes would serve to inform the individual of the ban. In the event that an individual or group is banned from the Library premises for a period of one year or longer, the Library Director will advise the Library Board of the action.

Appeal Any parent or legal guardian of an individual banned under the provisions of Preemption 2 for a period of one year or longer, may request a hearing on the propriety of that ban before the Library Board at its next regularly scheduled meeting.

SECTION SIX – COMPUTER/WORLD WIDE WEB ACCESS ABUSE PENALTIES

Repeated disregard or violation of the Code of Conduct regarding tampering with computer equipment, the World Wide Web Access Policy or World Wide Web Usage Rules must be taken seriously and acted upon to prevent the behavior escalating to the point where library operations are severely disrupted and staff and the public exposed to behaviors that diminish their ability to accomplish their work or use the World Wide Web in an uninterrupted fashion.

In order to provide a means by which the response to repeated violation of the Policy/Rules is escalated and the seriousness of the continued activity driven home to the individual(s) involved, the following staged procedure is to be used.

Accurate and complete record keeping is absolutely necessary to make this escalation procedure successful. A Computer/Internet Incident Report (Green Form) should be filed at each stage of the escalation. Be aware that any written reports may be considered public records under Chapter 19 of the Wisconsin Statutes.

Stage 1 The Stage 1 penalties are listed with the prohibited behavior in Section Two of this manual. In most cases it involves a verbal warning and, in the event of repeated behavior, possible denial of access to computers or the World Wide Web for the remainder of the day.

If, for any reason, a customer is denied access or told to leave the library as a result of their violation of a regulation, it is mandatory that a Computer/Internet Incident Report (Green Form) be completed and filed as soon as possible.

Stage 2 Should a customer involved in a Stage 1 incident repeat their previous behavior or engage in other computer/World Wide Web access violations, the customer's behavior is to be escalated to Stage 2. Stage 2 results in the customer being denied access to computers or the World Wide Web for a period of one week.

Again, it is mandatory that a Computer/Internet Incident Report (Green Form) be completed and filed as soon as possible. It should be noted on the form that this is a Stage 2 violation.

The Library Director, in consultation with the involved staff and the Assistant Director, must approve the Stage 2 discipline.

If the discipline is approved, the customer will, when practicable, be given a written notice detailing the violation history along with the start and end dates of the period during which they are denied access.

Stage 3 Should a customer involved in a Stage 2 incident repeat their previous behavior or engage in other computer/World Wide Web access violations, the customer's behavior is to be escalated to Stage 3. Stage 3 results in the customer being denied access to computers or the World Wide Web for a period of one month.

Again, it is mandatory that a Computer/Internet Incident Report (Green Form) be completed and filed as soon as possible. It should be noted on the form that this is a Stage 3 violation.

The Library Director, in consultation with the involved staff and the Assistant Director, must approve the Stage 3 discipline.

If the discipline is approved, the customer will, when practicable, be given a written notice detailing the violation history along with the start and end dates of the period during which they are denied access.

Stage 4

Should a customer involved in a Stage 3 incident repeat their previous behavior or engage in other computer/World Wide Web access violations, the customer's behavior is to be escalated to Stage 4. Stage 4 results in the customer being denied access to computers or the World Wide Web at the Library for a period of one year.

Again, it is mandatory that a Computer/Internet Incident Report (Green Form) be completed and filed as soon as possible. It should be noted on the form that this is a Stage 4 violation.

The Library Director, in consultation with the involved staff and the Assistant Director, must approve the Stage 4 discipline.

If the discipline is approved, the customer will, when practicable, be given a written notice detailing the violation history along with the start date after which they are denied access.

Preemption

The Library Director may, on his or her own initiative, or upon the request or recommendation of staff, bypass or escalate the above steps and ban an individual or individuals from the computer/World Wide Web access for a period of time or permanently. This preemption may be invoked when a customer indulges in blatantly repetitive, seriously disruptive and/or illegal behavior. Examples of such behaviors may be, but are not limited to:

- Attempting to view or viewing any sites displaying child pornography.
- Engaging in any illegal activity while using library computers. Examples of illegal activity include, but are not limited to, identity theft, use of stolen credit cards and personal information, harassment, or issuing threats.
- Engaging in behavior disrupts library operations to such an egregious extent that police officers are called to assist with stopping the disruption or removing the disrupter from the library.
- Tampering in any way with library computer equipment or software.
- Using any library computer equipment to distribute or spread computer viruses, Trojan horses, etc.
- Attempting to introduce, install or utilize any hacking tools such as port scanners, sniffers, password crackers, keystroke monitors, etc.

In the event that the Library Director bans an individual or group under the auspices of this provision, the Director shall provide written notice of such action to the individual and will advise the Library Board of the action. If written notice cannot be provided for reasons beyond the Director's control, written notice shall be effectuated by posting the notice at the library and at any additional location the Director reasonably believes would serve to inform the individual of the ban.

Appeal

Any person denied access to Library computers or World Wide Web Access by action of the staff for a period of one year or longer, may request a hearing on the propriety of that ban before the Library Board at its next regularly scheduled meeting.

APPENDIX A - CODE OF CONDUCT

The use of the Library is a privilege and not a right. The privilege is given by the Library only upon the customer's compliance with this Code of Conduct.

To provide a quiet, pleasant and safe environment conducive to study as well as casual use, the Board of Trustees of the Waukesha Public Library has adopted policies regarding customer conduct, copies of which are available for review.

All conduct that materially disrupts the use of the library facilities, collections or services or is defined as unacceptable in this library's environment is prohibited. Customers are urged to report disruptive behavior immediately to staff so appropriate steps can be taken.

Examples of disruptive or unacceptable behaviors include, but are not limited to:

1. Engaging in loud conversation or rowdy behavior.
2. Fighting or abusing library customers or staff.
3. Possessing or consuming alcoholic beverages.
4. Smoking in the library, including the use of electronic devices that mimic smoking.
5. Entering an unauthorized area, remaining in the library after closing or when requested to leave during emergency situations.
6. Tampering with or intentionally damaging computer hardware, software, printer, operating systems or other associated equipment.
7. Loitering at entrances, in lobbies, walkways, restrooms, the parking lot, or other non-study areas. For the purposes of this policy, loitering is defined as staying in such an area for more than 15 minutes.
8. Prolonged or chronic sleeping.
9. Using offensive, threatening, harassing or abusive language or gestures to customers or staff.
10. Following staff or customers around the building or staring at staff or customers such that performance of their duties or use of library services is materially disrupted.
11. Damaging, defacing, or misusing library materials, equipment or facilities.
12. Relocating library furniture or equipment without the permission of library staff.
13. Petitioning in areas other than outside the building. Impeding ingress to or egress from the library by customers. Posting notices without prior staff approval. ~~Photographing or videotaping within the library without approval.~~
14. Possessing or using alcohol or controlled substances on library premises.
15. Shaving, bathing or laundering clothes in public restrooms.
16. Personal hygiene that materially disrupts others from using library facilities, collections or services.

Violations of the Code may be punished by the temporary removal or permanent ban of the violator from the Library at the sole discretion of the Library.

Any person banned from the Library by action of the staff for a period of one year or longer, may request a hearing on the propriety of that ban before the Library Board at its next regularly scheduled meeting.

Adopted by the Board of Trustees of the Waukesha Public Library Date: **March 11, 2004**

Text of the Code of Conduct shall be printed and posted in public areas throughout the library.

APPENDIX B - WORLD WIDE WEB ACCESS POLICY

Waukesha Public Library Strategic Plan Technology Objective: "... The Library will also strive to offer new technologies as appropriate in order to continue to meet changing needs, offer information in its most convenient format, and allow uniform access to technologies that enhance the individual's capacity to reach his or her full potential."

The library staff develops collections, services, and resources to fulfill this mission. The Waukesha Public Library recognizes that free public access to electronic information resources provides the library with an opportunity to fulfill the library's mission in expanding the scope of the information available to community citizens.

The World Wide Web (hereafter referred to as "the Web") is one component of the Internet, a vast network of computer networks linking millions of computers. It offers access to ideas, information, and opinion from around the world. However, the Web is an ungoverned and unregulated medium. The Library is responsible only for the information on its home page. The Library does not monitor and has limited control over the information that may be accessible through other sites on the Web. In choosing and using Web sources, customers should evaluate them just as they do print sources, questioning the accuracy and completeness of the information.

On in-house public access computers, the Library Board has chosen to install filtering software that blocks access to certain sites. This is done in an attempt to make the Web content that is accessed at the Library most closely approximate the types of materials that are selected for the Library's collection. Since the library does not promote particular beliefs or views, the electronic resources, along with the rest of the collection, will contain various positions on important questions, including unpopular or unorthodox positions

Customers should be aware that no filtering software is totally effective in this electronic environment, which changes rapidly and unpredictably. A customer may request that staff re-evaluate access to a specific site if he or she disagrees with the filtering software's handling of that site. Responsibility for choosing what a customer will read or view rests with the customer. Responsibility for the use of the Web by children and young adults, as with other library materials, rests with their parents or legal guardians. Parents are encouraged to discuss with their children appropriate use of Web resources and to supervise their children's Web sessions.

The primary purpose of the Library's public access computers is to supplement and extend its print, non-print, and electronic collections of information materials. They are not intended to be used for any activities that do not correspond to the Library's mission and service program. The Library staff may impose procedural restrictions, such as time limits and sign-ups, on the use of Library public access computers in order to insure more equitable sharing of computers. While respecting an individual customer's right to privacy whenever possible, staff have the right to monitor use of public access computers to ensure compliance with this policy. Inappropriate or illegal, or unacceptable use of this resource is prohibited and can result in the loss of Web or Library privileges. Examples of prohibited uses include, but are not limited to: accessing files, passwords, or data belonging to others; damaging or altering hardware or software; attempting to bypass any library-installed software or filters in order to gain additional and/or inappropriate access, unauthorized reproduction of copyrighted, licensed, or other protected material; misrepresenting oneself as another customer; harassing or interfering with other library customers; violation of any local, state, federal, or international laws.

Copyright law prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principles of fair use. Any responsibility for consequences arising from copyright infringement or any other illegal use lies with the customer.

The Waukesha Public Library assumes no responsibility for any damages, direct or indirect, arising from the use of its public access computers and web connection. The Waukesha Public Library assumes no responsibility for any loss or damage to customer's data or devices, nor for any personal damage or injury

incurred as a result of using the Waukesha Public Library's public access computers. This includes damage or injury sustained from invasions of the customer's privacy.

Customers should also be aware that the provisions of the above policy, including filtering and unacceptable use provisions also apply to access to the Internet via library-supplied wireless connection.

Library customers whose cards have been blocked will lose public access computer privileges until the condition causing the block has been resolved. (per Policy C-6, Fees, Charges and Fines)

Library customers who have been referred to the collection agency due to unreturned materials, fines, replacement charges, or damage charges (per Policy C-7, Unreturned Library Materials), will lose public access computer privileges until unreturned materials are returned and all fines and charges on the account are paid in full.

This policy will be printed and made available at all public Web access stations.

Approved by the Library Board

September 13, 2018

February 10, 2011

APPENDIX C - WORLD WIDE WEB USAGE RULES

- WW-1 Due to the limited number of workstations, there is a 2.5 hour time limit, per day, per individual on the Public Access PCs.
- WW-2 Downloading and/or installation of software onto library workstations is prohibited. Tampering with software installed on the workstations is also expressly prohibited and may result in revocation of privileges.
- WW-3 There is a 15 cent per page charge for pages printed in black and white and a 25 cent per page charge for pages printed in color on the Public Access PCs.
- WW-4 Attempting to bypass installed filtering software and/or displaying images that would normally be blocked by the filters installed on the Web access machines is prohibited.
- WW-5 Sending and receiving via e-mail or e-mail attachments, any materials that would normally be blocked by the filters installed on the Web access machines is prohibited.
- WW-6 For space reasons, no more than two persons may use a workstation at one time.
- WW-7 The use of a library card or user I.D. other than your own is prohibited.
- WW-8 Any physical tampering with any library hardware in an attempt to bypass any restrictions is expressly prohibited and may result in revocation of privileges.
- WW-9 Food and drink are not permitted in the Public Access PC area.

These rules will be printed and made available at all public Web access stations.

APPENDIX D – USE OF CHILDREN'S AREA

The Waukesha Public Library is dedicated to providing a safe and welcoming environment for customers of all ages. The Library sets policies and procedures that promote safety within the building and cooperates with parents, legal guardians, and caregivers to promote the well being of children who use the Library. A caregiver is defined in this policy as a person twelve years of age or older, who provides direct care for an infant or child.

Staff members will always respond with care and concern, but responsibility for the welfare of children using the Library ultimately rests with the parent, legal guardian, or caregiver. Staff members cannot assume responsibility for unattended children.

Children eight years of age and older may use the Library unattended. However, the child must have contact information to be able to reach a parent, legal guardian, or caregiver immediately if need arises.

Children under the age of eight must be accompanied by a parent, legal guardian, or caregiver twelve years of age or older.

Preschool children must be in sight of and supervised by a parent, legal guardian, or caregiver at all times. Parents, legal guardians, or caregivers of preschool children attending a Library program are required to remain in the Children's area of the Library.

All children must follow posted Behavior Policies and are expected to use the Library appropriately. Children who do not follow these rules are subject to the same consequences as other Library users, including being required to leave the Library.

Staff may, as needed:

- Notify parents, legal guardians, or caregivers whose children need additional supervision;
- Contact authorities such as the City of Waukesha Police Department either to assist with the enforcement of discipline in the library or to ensure the safety of an unattended child.

Staff will make a reasonable effort to assure that children leave the Library safely at closing time. If any children remain at the Library fifteen minutes after closing, a staff member will contact the Waukesha Police Department to ensure safe transport.

Adults in Children's Area

The Children's area of the Library is specifically designed to meet the needs of children from birth to twelve years old.

Adults not accompanying a child may only use the Children's area when it is necessary to use the resources specific to the Children's area. The Library reserves the right to determine who can be in and remain in the Children's area of the Library.

Only adults who are accompanying a child are permitted to use the restrooms located in the Children's area.

***Approved by the Library Board
May 13, 2010***

APPENDIX E - REVIEW AND USAGE OF SURVEILLANCE CAMERA RECORDINGS

The library has installed surveillance cameras to monitor certain high activity areas. These areas include workstations that conduct financial transactions and areas of the library that can not be directly monitored by library staff.

The surveillance cameras generate a DVR record of activities in the monitored areas. In the event of illegal activities in these areas, it may be necessary to review the DVR recordings.

This procedure details who may review the records and under what circumstances they may be viewed and/or released to police personnel.

Reviewing the surveillance camera recordings.

In the event of suspicious or illegal activity being reported in areas covered by the surveillance cameras, a staff member may request that a department head review the recordings.

The department head should request that the **Head of Operations Manager** or security personnel run the footage of the incident while they and the staff member are present.

Staff are not to review a security recording without a Department Head being present.

Reviewing the surveillance camera recordings with the

authorities.

In the event of suspicious or illegal activity being observed on review of the recordings, police may be contacted.

In the event that police wish to review the recordings, the same procedure used for initial review of the tape will be followed with a police officer present, i.e., a department head should request that the **Head of Operations Manager** or security personnel run the recordings of the incident while they, the staff member or security person involved, and the police officer are present.

Release of the surveillance camera recordings to the

authorities.

Upon a request by the authorities to release the recordings in order to pursue further investigations, the **Head of Operations department head** may release a burned CD/DVD copy to the requesting officer. The department head should get the name of the requesting officer and append it to the Library incident report along with the notation "Surveillance recording released to: "

APPENDIX F - EMERGENCY AND REFERRAL PHONE NUMBERS

Remember, if dialing from a library phone, you must dial 9 before calling out. Therefore, if you have to call 911, you would really dial 9 911

EMERGENCY

WAUKESHA POLICE DEPARTMENT (EMERGENCY)	911
(if 911 doesn't work)	524-3831

WAUKESHA FIRE DEPARTMENT (EMERGENCY)	911
(if 911 doesn't work)	524-3831
	524-3674

AMBULANCE	911
(if 911 doesn't work)	524-3831
	524-3674

NON-EMERGENCY

WAUKESHA POLICE DEPARTMENT	524-3831
This number should be used in all contacts with the police, except in cases where a time-critical response is required or where any person's safety is in question.	

GENERAL REFERRAL NUMBERS

"FIRST CALL FOR HELP" (mental health)	211
National Alliance on Mental Illness	524-8886
Salvation Army	547-7367

STAFF/SECURITY NUMBERS

Bruce (cellular phone)	1 (414) 429-8324
John (cellular phone)	470-0233
Jim (cellular phone)	424-9862
Security (cellular phone)	424-9861
Maintenance Staff (cellular phone - during library hours)	470-0234

APPENDIX G - INCIDENT REPORT CODES

AD	Adults in Children's Area
AL	Alcoholic Beverages
AB	Use of Atrium Bridge area
BB	Boisterous Behavior
CA	Playing Cards
CO	Copying CDs/DVDs
CP	Use of Cellular Phones
CT	Chewing Tobacco
EA	Eating and Drinking
EL	Elevator Tag
EU	Entering Unauthorized Areas
FC	Failing to Cooperate During Emergencies
FI	Fighting
FN	Moving Furniture
FT	Feet on Tables and Chairs
LO	Loitering
LP	Laser Pointers
OI	Obscuring Your Identity
OL	Obscene Language
PB	Parking Bicycles, etc. Between Doors
PC	Tampering with Computer Equipment
PE	Pets
PU	Personal Hygiene
PV	Photographing and Videotaping
RB	Roller Blading, Skating and Skateboarding
RE	Remaining in Library After Closing
RO	Rolling Cigarettes
RU	Running and Playing
SH	Shaving, Bathing or Laundering Clothes
SL	Sleeping
SM	Smoking
SO	Solicitation
SS	No Shoes or Shirt
TL	Loud Talking and Laughing
TO	Throwing Objects

WW	Inappropriate or illegal use of World Wide Web Stations
WW-1	Time Limits
WW-2	Downloading/installing software
WW-3	Non-payment of printing charges
WW-4	Filter bypass and blocked images
WW-5	E-mail to bypass blocked images
WW-6	Two person per station limit
WW-7	Use of another person's card
WW-8	Physical tampering with hardware
WW-9	Food and/or drink violation

Security and Safety Manual

WAUKESHA PUBLIC LIBRARY CODE OF CONDUCT INCIDENT REPORT

To be completed immediately after an event. Return forms involving security issues to the Building Supervisor. Return forms involving all other issues to your Supervisor.

DATE OF INCIDENT:TIME OF INCIDENT:

INCIDENT DESCRIPTION (IF MORE SPACE IS REQUIRED, CONTINUE ON ANOTHER SHEET AND ATTACH):

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.....
.....

WHAT PROVISION OF THE CODE OF CONDUCT WAS VIOLATED (ENTER CODE):

WHAT ACTION DID YOU TAKE:

.....
.....
.....
.....

LIST THE NAME, ADDRESS, AND PHONE NUMBER OF THE INDIVIDUAL(S) INVOLVED IN THE INCIDENT:

.....
.....
.....

LIST THE NAME, ADDRESS, AND PHONE NUMBER OF ANY WITNESSES TO THE INCIDENT:

.....
.....
.....

WAS THE INDIVIDUAL TOLD TO LEAVE THE LIBRARY?

WERE THE POLICE CALLED/INVOLVED?.....NAME (S) OF THE POLICE OFFICER (S):

RESULT OF POLICE INVOLVEMENT:

SIGNATURE OF EMPLOYEE FILING REPORT:

SUPERVISOR FEEDBACK AND RESPONSE

Supervisors please complete section below then forward to ~~Deputy~~ Assistant Director

DATE ROUTED TO SUPERVISOR:NAME OF SUPERVISOR:.....

SUPERVISOR RECOMMENDATION:

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DATE FORWARDED TO ~~DEPUTY~~ ASSISTANT DIRECTOR:

~~ASSISTANT~~ ~~DEPUTY~~ DIRECTOR RECOMMENDATION:

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REVIEWED WITH LIBRARY DIRECTOR? YES/NO LIBRARY DIRECTOR COMMENTS:

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FINAL DISPOSITION:

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Security and Safety Manual

WAUKESHA PUBLIC LIBRARY COMPUTER/INTERNET INCIDENT REPORT

(To be completed immediately after event and returned to supervisor)

DATE AND TIME OF INCIDENT:.....

DESCRIPTION OF INCIDENT (IF MORE SPACE IS REQUIRED, USE OTHER SIDE OF SHEET):.....

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WHAT PROVISION OF THE COMPUTER/INTERNET USAGE AGREEMENT WAS VIOLATED (ENTER CODE):.....

WHAT ACTION DID YOU TAKE:

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.....
.....

LIST THE NAME, ADDRESS, AND PHONE NUMBER OF THE CUSTOMER(S) INVOLVED IN THE INCIDENT:.....

.....
.....

LIST THE NAME, ADDRESS, AND PHONE NUMBER OF PERSON OR PERSONS WITNESSING THE INCIDENT:.....

.....
.....
.....

WAS CUSTOMER TOLD TO LEAVE THE COMPUTER?

WAS CUSTOMER TOLD TO LEAVE THE LIBRARY?

WERE THE POLICE CALLED/INVOLVED?

SIGNATURE OF EMPLOYEE FILING REPORT:

DATE ROUTED TO SUPERVISOR:NAME OF SUPERVISOR:.....

SUPERVISOR FEEDBACK AND RESPONSE

Supervisors please complete section below then forward to ~~Deputy~~ Assistant Director

SUPERVISOR RECOMMENDATION:

.....

.....

.....

.....

.....

DATE FORWARDED TO ~~ASSISTANT~~ ~~DEPUTY~~ DIRECTOR:

~~ASSISTANT-DEPUTY~~ DIRECTOR RECOMMENDATION:

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REVIEWED WITH LIBRARY DIRECTOR? YES/NO LIBRARY DIRECTOR COMMENTS:

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FINAL DISPOSITION:

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Security and Safety Manual

WAUKESHA PUBLIC LIBRARY ACCIDENT/OTHER INCIDENT REPORT

(To be completed immediately after event and returned to supervisor)

DATE AND TIME OF INCIDENT:.....

DESCRIPTION OF INCIDENT (IF MORE SPACE IS REQUIRED, USE OTHER SIDE OF SHEET):.....

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WHAT ACTION DID YOU TAKE:

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LIST THE NAME, ADDRESS, AND PHONE NUMBER OF THE CUSTOMER(S) INVOLVED IN THE INCIDENT:.....

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LIST THE NAME, ADDRESS, AND PHONE NUMBER OF PERSON OR PERSONS WITNESSING THE INCIDENT:.....

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WERE PARAMEDICS OR THE POLICE CALLED/INVOLVED?

SIGNATURE OF **EMPLOYEE SUPERVISOR** FILING REPORT:

SUPERVISOR FEEDBACK AND RESPONSE

Supervisors please complete section below then forward to ~~Deputy~~ Assistant Director

SUPERVISOR RECOMMENDATION:

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DATE FORWARDED TO ~~ASSISTANT~~ ~~DEPUTY~~ DIRECTOR:

~~ASSISTANT-DEPUTY~~ DIRECTOR RECOMMENDATION:

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REVIEWED WITH LIBRARY DIRECTOR? YES/NO LIBRARY DIRECTOR COMMENTS:

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FINAL DISPOSITION:

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