

Public Services

Policy on Patron Behavior

Purpose:

Henderson District Public Libraries establishes this Policy on Patron Behavior to ensure that library facilities are safe, welcoming, and provide equitable access to materials and services for all library users.

Overview:

While in the library, patrons shall be engaged in normal activities associated with the use of a public library.

No individual may engage in inappropriate behavior on the premises of the Henderson District Public Libraries, when using library facilities, or when participating in library events. Inappropriate behavior includes, but is not limited to, those behaviors prohibited in the Library Rules of Conduct, as well as any individual or group activity which is unreasonably disturbing to other individuals lawfully using library facilities, materials and/or premises, or is otherwise inconsistent with library use. Patrons who are disruptive may be required to leave the building.

Threats and acts of violence against fellow patrons, library staff, volunteers, or security will be addressed with a policy of zero tolerance. Library staff is authorized to contact the Henderson Police Department to respond to patrons who are uncooperative, violent, abusive, or otherwise pose a danger to themselves or others.

Measures:

When possible, staff will first educate individuals about the applicable policies before taking stronger measures to enforce those policies.

1. Warning – A communication, either verbal or written, given to a library patron by a Person in Charge or security guard regarding an issue or behavior. Verbal warnings will usually be given for a first or relatively mild offense.
2. Ejection – An instruction, either verbal or written, given to a patron by a Person in Charge to leave library property for the remainder of business hours. Ejection will be used when a patron is uncooperative after being warned, or when behavior is unacceptable, e.g., abusive language, carrying a weapon, inebriation, etc.
3. Ban – An instruction, either verbal or written, given to a patron by a Person in Charge to leave the library property for an extended period of time to be determined by the Person in Charge at the time. Banning will occur at the discretion of the Person in Charge and may occur when a patron has committed repeat offenses, or a single serious act, or has otherwise demonstrated a lack of cooperation that rises to the level of a ban.
4. Trespass – An instruction given to a patron by the Henderson Police or Person in Charge to leave the library property and not return. A trespass is issued for two years and may only be removed by the library administration. Trespassing will occur when a patron has a history of repeat

offenses and lack of cooperation, and/or violent or abusive behavior toward other patrons or staff.

When a patron is banned or trespassed from the library, their library account may be disabled from using online library resources remotely. The patron will be expected to return or pay for any library materials that are checked out.

Appeal:

A patron who has been banned or trespassed from the library may regain access through submission of a written appeal mailed to the library executive director, or designee, explaining why the decision should be reversed. The decision of the executive director, or designee, on an appeal shall be final.

Non-compliance with Ban/Trespassing:

If a trespassed individual enters any facility of the Henderson District Public Libraries cited in the trespass notice, police may be called, and the individual may be arrested for trespassing pursuant to NRS 207.200. The same action will be taken if a banned individual returns to any facility of the Henderson District Libraries before the specified ban period has ended.

Behavior and Supervision of Minors and Children's Areas of the Library:

Henderson District Public Libraries welcomes children and their families. Parents/caregivers are responsible for their minor children's safety and behavior while in the Library. Library employees cannot function as caregivers or babysitters. The Library assumes neither responsibility nor liability for the actions, care, supervision or safety of minors.

For the safety and comfort of children, a parent/caregiver must accompany children age ten (10) and under when they are using the Library. This parent/caregiver must supervise, guide, and control the behavior of their child(ren) at all times.

When minors behave inappropriately in the library, and their parents/caregivers are not present, a reasonable effort will be made to contact the parent or guardian and notify them of the problem and the measures taken to address it.

As an alternative to banning a minor, the Person in Charge may restrict a minor from independent use of a specified library site for a period to be determined based on the specific case. The minor whose library use is restricted may use the library during the specified period only when accompanied by a parent/caregiver. The minor's parent or guardian must be notified of the restriction in writing. Failure to abide by the restriction may lead to banning of the minor from all library premises.

To provide a safe environment for children in Henderson District Public Libraries' facilities, adults are not allowed to loiter in the children's areas of the library. Adults without legitimate business in the children's area will be asked to move to other areas of the library. If an individual does not comply with staff direction or repeatedly violates this policy, the individual may be banned from the Library.

Approved by HDPL Board of Trustees

Angela Brommel, Acting Board Chair

September 21, 2023

Date

Upon signature of this policy statement by the Chair of the Board of Trustees, this document becomes effective and is moved from Draft status to official HDPL policy. This document is to be filed at the HDPL Administrative Office at 280 S. Green Valley Pkwy., Henderson, NV 89012.

Approved December 19, 2013

Revised and approved September 21, 2023