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| Customer Code of Conduct and Suspension information is available on our website:<http://www.pueblolibrary.org/sites/default/files/Policies/policycutsrvc.pdf>Or you may find it by going to [www.pueblolibrary.org](http://www.pueblolibrary.org):Click - About UsClick – PoliciesClick – Rules of ConductClick - Customer Service |

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| Security on the Portal* Library Rules of Conduct
* Incident Report Form (Also available through LINKS)
* Suspension List (Also available through NEWS)
* Security Resources (Also available through DOCUMENTS)
* Hot Topics
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| Review the Customer Code of Conduct on a regular basis to ensure that you know what behaviors are prohibited at the library.Review the Offense and Consequences Levels Grid. |

**What do you do?**

**Level 1 – Least Serious**

When you observe a customer who is violating a **Level 1** rule, you may approach them using the Five-Step Method. You may involve security if you feel it is necessary. If the customer fails to change their behavior you should involve your supervisor, the PIC, Janina or Sara – who will ask them to leave the library.

If the customer does not change their behavior, or whenever you feel that a situation should be documented, you should submit an incident report. Library incident reports provide documentation for the library. The security guards’ daily reports are not sufficient documentation – the library needs you provide your perspective of what happened in any situation in which you are involved.

**Level 2 and 3 – More and Most Serious**

When you observe a customer who is violating a **Level 2 or Level 3** rule, you should notify your library supervisor, PIC, Janina or Sara – who will issue a suspension. The supervisor, PIC, Janina and Sara may involve security. In the case of **Level 3** situations, Law Enforcement should be called immediately.

Rawlings PIC Phone 719-289-1000

Janina’s Desk 719-562-5621

Janina’s Cell 719-217-1360

All Library Staff should maintain a constant awareness of activities in the library, inside and out observing and watching for:

* + Violations of the Library Rules of Conduct
	+ Maintenance and safety concerns
	+ Staff or customers who appear to be in distress
	+ Customers in staff only areas
	+ All appropriate doors are locked
	+ Check restrooms for evidence of theft or vandalism

All Library Staff should approach customers to prevent or stop the following behaviors, and should then notify the PIC:

* + Soliciting, distributing material, and panhandling in prohibited areas
	+ Loitering
	+ Sleeping
	+ Unchecked out materials causing the gates to alarm
	+ Customers in a staff only area
	+ Smoking in non-smoking areas
	+ Skateboarding, skating, or other prohibited vehicle inside the library
	+ Bringing animals other than service animals
	+ Causing disturbances
	+ Bathing, shaving, or washing clothes
	+ Playing or wading in the water feature

Library Staff should involve the PIC for more serious offences such as:

* + Weapons
	+ Alcoholic beverages and intoxication
	+ Theft
	+ Harassing or Threatening customers and staff
	+ Using a stolen library card
	+ Possession or distribution of controlled substances
	+ Vandalism/destruction or library facilities, equipment or materials
	+ Assault/battery
	+ Voyeurism/Peeping/Stalking/Public Indecency
	+ Trespassing
	+ Gambling