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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 Us  Click – Policies  Click – Rules of Conduct  Click - 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