

Chat from Writing a Library Behavior Code - an Update Webinar 11/18/2010

11/18/2010 11:48:46 AM from Infopeople Project to All Participants:

If you would like to download the presentation or the handout for today you can get them at: http://www.infopeople.org/training/webcasts/webcast_data/430/index.html

11/18/2010 12:12:23 PM from Nancy L Arn to All Participants:

what about stores that say no shirt, no shoes, no service? What about health issues: i.e. baby walking around library with dirty diaper that leaks?

11/18/2010 12:12:46 PM from Nora Franco to All Participants:

Or what about babies with no diapers and pants or bottoms at all?

11/18/2010 12:14:14 PM from Brittany Turner to All Participants:

if people are accessing special, reference or historical collections, can large jackets, backpacks, etc. be restricted for theft and vandalism prevention?

11/18/2010 12:14:25 PM from Katy Curl to All Participants:

I am located in a City Park why would bare feet in my library be more a health and safety issue than outside in the park?

11/18/2010 12:16:10 PM from Marilyn Graham to All Participants:

What about if you can clearly see something hidden under clothing - something that looks like a magazine from the outside?

11/18/2010 12:17:58 PM from Darcia Grace to All Participants:

can we have a policy that patrons pull up their pants? That would be great!

11/18/2010 12:18:37 PM from Nora Franco to All Participants:

Mary, this is going back to the dress code issue, but what would you recommend for patrons with offensive body odor?

11/18/2010 12:19:45 PM from Marilyn Graham to All Participants:

If you expect theft because you can see that there is something hidden under the clothing, what would be the appropriate thing to say to the person?

11/18/2010 12:21:06 PM from Nora Franco to All Participants:

That is pretty much what our policy states. We have a particular group of patrons who definitely fall into the offensive category, but what's your recommendation as to kicking them out?

11/18/2010 12:21:16 PM from eileen oshea to All Participants:

Direct link to Mary's handout with links:

http://www.infopeople.org/training/webcasts/webcast_data/430/key_resources.pdf

11/18/2010 12:21:42 PM from Christine Prescott to All Participants:

Do we have to list every possible scenario or can our policy be more general?

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11/18/2010 12:22:10 PM from Julie Warren to All Participants:
how do we address health & safety re: clothes that smell of urine & feces and are sitting on fabric furniture?

11/18/2010 12:22:19 PM from Katy Jost to All Participants:
What about intoxicated patrons?

11/18/2010 12:24:24 PM from Judy Jerome to All Participants:
what about an obscene picture on a T shirt?

11/18/2010 12:28:56 PM from Cheryl Baker to All Panelists:
Current situation in Redding.

11/18/2010 12:30:38 PM from Pam Mullins to All Participants:
What about asking for signatures on petitions?

11/18/2010 12:31:26 PM from Mindy Farley to All Participants:
Are we allowed to post photos of known sex offenders?

11/18/2010 12:33:09 PM from carol davis to All Participants:
What if they are on probation?

11/18/2010 12:33:10 PM from Nancy L Arn to All Participants:
We are directly across the street from a K-4 school and what about summer when children are out of school?

11/18/2010 12:33:15 PM from Luis Flores to All Participants:
Are we allowed to post photos of individuals trespassed?

11/18/2010 12:33:31 PM from Darcia Grace to All Participants:
What about sex offenders getting on porn on the internet?

11/18/2010 12:34:08 PM from Barbara Rodeheaver to All Participants:
We have it posted in the public restroom that No Bathing is allowed and yet we have a known homeless man who continues to not only use the bathroom for bathing but he leaves a plastic bag with his rag and soap tied to the underside of the sink..

11/18/2010 12:35:00 PM from Brittany Turner to All Participants:
(So many "what ifs"!) - What about someone who has been convicted of stealing from libraries?

11/18/2010 12:36:22 PM from eileen oshea to All Participants:
Info on the E-rate CIPA webinar:
http://infopeople.org/training/webcasts/webcast_data/494/index.html

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11/18/2010 12:37:28 PM from Nora Franco to All Participants:
creeepy pic!

11/18/2010 12:39:14 PM from Caryn Brown to All Participants:
or talking to themselves loudly?...

11/18/2010 12:39:25 PM from Darcia Grace to All Participants:
Do we have to have a policy about every bad behavior or can we just tell people knock it off or leave?

11/18/2010 12:39:33 PM from ernesto mercado to All Participants:
Our library is across from our high school. I understand that sex offenders have limits to how close they can come to schools etc. Can we ban these individuals?

11/18/2010 12:41:11 PM from Katy Curl to All Participants:
Our City Attorney insists that any restriction from the library or any public space in the City is not legally enforceable. There is nothing in our City Charter that addresses restriction of use of public facilities due to behavior only fines for breaking laws.

11/18/2010 12:41:59 PM from ernesto mercado to All Participants:
What about special needs students that follow and or stare at staff and public?

11/18/2010 12:42:02 PM from Mindy Farley to All Participants:
Hmmm, interesting.

11/18/2010 12:42:08 PM from Michelle Krasowski to All Participants:
so, you can't ban a minor from coming back to the library unless a parent meets with staff if they use profanity towards workers? even if there is "no abuse to staff" policy at the branch?

11/18/2010 12:46:30 PM from Donita Carlquist to All Participants:
What about the animals in training?

11/18/2010 12:50:04 PM from sue kiley to All Participants:
Our library is 2 floors and our elevator has been out of service for over 2 months. Patrons are beginning to become angry and threaten law suits. The problem is the cost of repair. (lowest bid so far is over 10k) Can you direct us to a resource to see if we are violating ADA laws after a certain period of time without an elevator?

11/18/2010 12:52:46 PM from Brittany Turner to All Participants:
Is a permanent prohibition ever possible?

11/18/2010 12:54:12 PM from Judy Jerome to All Participants:
About T shirts: what about an obscene/sexually graphic picture on the T shirt. We understand about 'words'.

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11/18/2010 12:54:20 PM from Michelle Wells to All Participants:

I believe we are considered an association library rather than a public library, does that give us more leniency in what policies we can enact?

11/18/2010 12:54:41 PM from Jane Ellen Felchuk to All Participants:

we banned person viewing porn on internet as against lib policies & illegal

11/18/2010 12:55:51 PM from Christine Prescott to All Participants:

How specific do our policies have to be? Can we use the phrase "disruptive behavior"?

11/18/2010 12:56:00 PM from Darcia Grace to All Participants:

We actually have a permanent prohibition on a patron who viewed child porn on the computer and tried to get staff members child to come to his house when she was only 6 years old.

11/18/2010 12:56:01 PM from Ann Reinecke to All Participants:

Our policies have to be approved by our Library Board and looked over by our attorney...every time we implement a new one or change an existing one...

11/18/2010 12:56:26 PM from Ann Reinecke to All Participants:

it's a pain!!

11/18/2010 12:56:40 PM from Ann Reinecke to All Participants:

:)

11/18/2010 12:56:52 PM from Francess Andrade to All Participants:

Can you use the language "disruptive behavior"?

11/18/2010 12:57:03 PM from Rosanne Macek to All Participants:

Can you limit service to patrons who abuse staff time, e.g. calling numerous times during the day and asking lengthy questions?

11/18/2010 12:57:29 PM from Donita Carlquist to All Participants:

Someone asked earlier about patrons asking for petition signatures. I would assume that's a form of solicitation?

11/18/2010 12:57:41 PM from sue kiley to All Participants:

great question, Roseanne!

11/18/2010 12:58:22 PM from Angel Rivera to All Participants:

@Roseanne, I would have similar question as we have a "regular" who does it.

11/18/2010 12:58:39 PM from Christine Prescott to All Participants:

Our policy says, "disrupts the use of the library facilities or disrupts the ability of staff to perform its duties"

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11/18/2010 12:58:40 PM from Mary Hurley to All Participants:
gotta go. Lots of information to ponder. Thanks

11/18/2010 12:58:45 PM from Norice Lee to All Participants:
re: overburdening staff: there's a law in new mexico about preventing staff from performing their duties

11/18/2010 12:59:40 PM from Brittany Turner to All Participants:
Under what circumstances would you recommend calling law enforcement for additional support? (Obviously dangerous/illegal/threatening situations, but any others?)

11/18/2010 12:59:55 PM from Susan Balla to All Participants:
I understand about free speech, but if a patron is using foul and abusive language while speaking to me or other staff, do I just tell them I am done talking? if they continue then can they be asked to leave?

11/18/2010 13:00:12 PM from Katy Curl to All Participants:
In this case answering questions is staff duties. You could limit time spent with each customer but would have to enforce limits with those favorite customers who only come in occasionally.

11/18/2010 13:00:45 PM from Angel Rivera to All Participants:
Here for foul/verbal abuse of staff (or other students), we call campus police and that is that. It is viewed locally as creating a hostile environment.

11/18/2010 13:01:30 PM from Francess Andrade to All Participants:
I missed the part of selling school candy in library if you have time can you answer this?

11/18/2010 13:01:34 PM from gabrielle sholes to All Participants:
I work in a school library..where are the laws limited from the state and school

11/18/2010 13:03:16 PM from eileen oshea to All Participants:
Archive will be linked here:
http://infopeople.org/training/webcasts/webcast_data/430/index.html

11/18/2010 13:03:28 PM from Francess Andrade to All Participants:
You're awesome great information!

11/18/2010 13:03:28 PM from carol davis davis to All Participants:
Thank you