



PUBLIC SERVICES MANUAL

Guidelines for Bans

Date of Origin: 06/03	Owner(s):
Date(s) of Revision: 10/09, 3/11, 11/13	Director of Public Services - Operations

PURPOSE

It is KCLS' goal that all patrons remain in good standing with the Library System and have full library privileges. When violations of the KCLS Rules of Conduct occur, however, staff can use a local library ban (where staff asks a patron to leave for a period of time) or an official trespass (where law enforcement is called and a trespass order is issued). These guidelines outline when and how to use a local library ban.

GUIDELINES

Local library management and other appropriate staff are authorized to issue a library ban.

A library ban, which is a local decision and *does not* apply System-wide, is appropriate when an individual is engaged in any of the following observable behaviors:

- Non-threatening but disruptive behavior.
- Inappropriate uses or abuses of library privileges, including use of another patron's library card to log on to a public computer.
- Non-compliance with the reasonable direction of staff as it relates to the Rules of Conduct and other library policies.

INSTRUCT, WARN, BAN

When inappropriate action or behavior is observed, staff is asked to instruct, then warn and finally to ban patrons:

- **Instruct:** Patron(s) should first be informed that their action or behavior is inappropriate and then instructed not to behave in that manner.
- **Warn:** Remind the patron(s) that they have been asked to stop and warn them that if they do not stop the action or behavior they will be asked to leave the library.
- **Ban:** If the patron(s) continues the action or behavior, staff may tell the patron that they have been asked twice to stop and that they will now have to leave the library according to the Progression Scale (see below).

A patron may be immediately banned (without instructing or warning) for one day or longer if they display aggressive, hostile or unsafe behavior towards staff, patrons or their property. These instances may require immediate action, but do not warrant a trespass. Staff should also complete an Incident Report in these cases.



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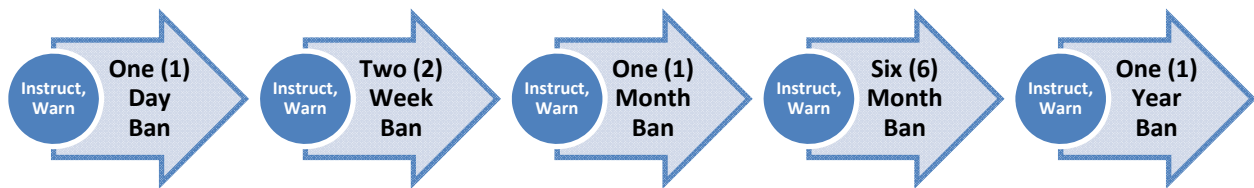
PROGRESSION OF CONSEQUENCES

After a patron(s) has been instructed and warned, staff may ban that patron(s) for one (1) day.

If the patron(s) returns and repeats the same behavior within seven (7) days, the patron should be instructed, warned and then banned according to the progression scale.

The progression scale may also be used when a patron has three (3) or more one day bans for same or different behaviors during a month or when they violate a previous ban.

PROGRESSION SCALE



IMPLEMENTING A BAN

A ban is a local decision and *does not* apply System-wide.

- A ban of one day to one month is implemented verbally. Staff must add a note in the Progression Tool with an explanation of the offense and the ban’s duration.
- A ban of six months to one year is implemented verbally and a copy of the Ban Letter (template available on the Intranet) is provided to the patron, whenever possible. Staff must add a note in the Progression Tool with an explanation of the offense and the ban’s duration.

When implementing a ban, staff:

- May use the circulation and computer booking systems to look up patron information for use in the Progression Tool for the purpose of implementing a ban.
- May contact the parent/guardian of a minor for bans of one month or longer.
- May contact the police for assistance if a patron refuses to leave when banned. Doing so may not, however, constitute an official trespass.
- May not add notes regarding a ban in the patron’s account except to record use of another patron’s library card to log on to a public computer preceding a ban; only trespasses are noted in patron accounts.
- May not use a computer block to enforce a local ban. Computer blocks may only be used for patrons that have been trespassed.



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REINSTATING PATRONS

Staff has the discretion to require any individual banned for six months or longer to meet with a member of local library management prior to being allowed to return.

VIOLATION OF A BAN

If an individual violates a ban of one day to six months, staff may immediately extend the ban (without instructing or warning) in accordance with the Progression Scale.

If an individual violates a one year ban, staff may contact law enforcement to issue an official trespass.

SYSTEM-WIDE BAN

The Community Conduct Coordinator, in consultation with the Director of Public Services – Operations, has the authority to issue a System-wide ban, which may include rejection of phone calls by the patron, if an individual has been banned from multiple community libraries. Rejection of phone calls may be recommended by the Library Cluster Manager to the Director of Public Services – Operations for implementation.

DEFINITIONS (*if applicable*)

- **Aggressive:** Showing a readiness to do harm to others; showing hatred or anger toward somebody.
- **Hostile:** Unfriendly; antagonistic
- **Library Ban:** Occurs when staff asks a patron to leave the library for one day to one year; is a local decision and does not apply System-wide.
- **Official Trespass:** Occurs when staff calls on law enforcement to exclude a patron from the library for a period of three months to one year as determined by law enforcement; is a local decision that does apply System-wide and may include rejection of phone calls by the patron.
- **Progression Tool:** Used to track details about patron violations of the Rules of Conduct and record increasingly longer library bans.
- **Computer Block:** Suspension of all computer use and printing privileges across the Library System for an official trespass.

SEE ALSO...

- KCLS Rules of Conduct
- Progression Tool



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- Guidelines for Trespasses
- Guidelines for Completing Incident Reports
- Computer Use, Booking & Printing Policy
- Guidelines for Unattended Vulnerable Adults
- Ban Letter Template