



PIERCE
COLLEGE
Library and Media Services
Operational Policies and Procedures

General Use

Pierce College Library is committed to maintaining an environment that is conducive to student learning in order to support the college's educational mission. The library expects users to conduct themselves in a manner that is respectful of other library users, staff, materials, and facilities.

Beverage Policy

Drinks with lids are permitted in all areas of the library, except for the computer workstations and the stacks.

Cell Phone Policy

Ringtones should be silenced upon entering the library. Cell phone conversation is to be limited in the library. Patrons will be asked to take ringing phones and loud, lengthy conversations out of the library.

Food Policy

Food is allowed in the library on a very limited basis. Snack bars and other non-messy foods will be allowed. Patrons with messy, smelly, greasy, or dirty foods will be asked to take them out of the library, (i.e. pizza, french fries, nachos)

Noise Policy

Patrons engaging in loud conversations that are disruptive to other patrons will be asked to lower their voices or move to a study room. If the patron(s) does not comply, (s)he may be asked to leave the library.

Behavior Policy

The following behaviors are not permitted in the Pierce College Library:

- Behavior that is unsafe, verbally or physically abusive, harassing or threatening to library users or staff.
- Behavior that damages or misuses the property of the library or of other users, including but not limited to marking or destroying materials, furniture or facilities.
- Behavior that is prohibited by other rules or policies of the College or by other applicable laws

Procedures

Disruptive Behavior

Examples: Loud talking, singing, soliciting or otherwise approaching staff or patrons and engaging them in unwanted and inappropriate interaction.

1. Tell patron to be quiet. Inform patron that the behavior is disturbing to other library users and must be stopped.
2. If behavior continues, tell patron firmly to leave.
3. If patron does not change behavior or leave the library, call campus security. Complete an incident report.

Suspicious Loitering

Examples: patron seems to be out of place, is not using library materials, seems to be watching other patrons or their belongings, or attempts to enter a non-public area.

1. Ask if patron needs assistance.
2. Watch the person and notify other staff members
3. If person's response is not appropriate or seems evasive, call campus security; explain the situation giving your location and a description of the person.
4. Complete an incident report.

Obscene Telephone Calls

1. Put the phone down immediately and, if available, write down the phone number on the screen.
2. Once recorded, hang up the telephone.
3. Call campus security and ask to file a report with an officer. Be prepared to describe what you can recall in detail.
4. Complete an incident report

Sexual Offenses

Examples: indecent exposure, inappropriate sexual advances.

1. Call campus security. Report that a sexual offense has occurred in your area of the library. Give your name, department and location. Give as full a physical description of the offender and his/her clothing as possible along with the last place seen or direction of flight.
2. Person to whom behavior was directed may be very upset. Don't talk with the person in a public place, but take the person to an office or an area away from others. If possible, have the person talk directly with campus security. Be supportive of the feelings of the victimized person.
3. Complete an incident report.

Angry Verbal Abuse

Examples: extremely abusive and threatening argument about a bill, insistence upon special library privileges, etc.

1. Your goal is to defuse the anger. Acknowledge existence of problem: explain procedures, describe steps that can be taken to solve the problem. Listen supportively with empathy and understanding. Be aware that patron is venting inner frustration and that anger is probably not directed at you.
2. Enlist aid of supervisor or other staff member. If complaint seems legitimate, refer problem to supervisor.
3. Personal verbal abuse should not be tolerated. If a patron's tirade goes beyond criticism of library policy and focuses on you, particularly if this abuse is racist,

sexist, or ageist in nature, retreat from the confrontation immediately. Call your supervisor, or if that person is not available, call another staff member. If alone in department, call campus security and report the problem. Be as specific as possible and do not hesitate to request that an officer be sent to the library.

4. Complete an incident report.

Threats to Personal Safety of Staff or Patrons

Example: disturbed person is armed and / or violent, fighting or assault is observed.

1. Call 911 immediately, then campus security. Give your name and location and inform the dispatcher that a violent person is on the premises. Request immediate assistance. Be sure to inform the dispatcher if the person is armed.
2. Have someone stay on the line with the dispatcher if possible. Without risking your own safety or inflaming the situation, try to get other staff and patrons and yourself out of the area.
3. After the situation is resolved, complete an incident report.

Theft of Personal Property from patron in Library

1. Be supportive and helpful to the patron, but do not say anything that could be construed as the library's having any responsibility for the loss.
2. Encourage the patron to use your telephone to call campus security and report the loss.
3. Whether the victim notifies campus security or not, complete an incident report.

Refusal to Abide with Library Rules

1. Advise patron of the rule. Explain reasoning behind the rule. Provide patron with alternatives (e.g., explain where patron may go to eat a pizza or have a lengthy cell phone conversation).
2. If patron continues, ask patron to leave.
3. If patron refuses to leave, call campus security and explain the problem.
4. Complete an incident report

Security System Violations

1. If the action seems to be accidental or unintentional, tell the patron to stop and bring material to the service desk for check-out.
2. If the person has mutilated library materials or is uncooperative (e.g., refuses to present an ID or allow staff member to examine materials or bag), move the person to a quiet area and call campus security to request an officer. Complete an incident report.
3. If the person refuses to stop and takes material from the library, call campus security. Be prepared to identify the person if possible or give a physical description of the person along with a description of the material taken.
4. Complete an incident report.

Destruction or Theft of Library Property

1. If you or a patron observes theft, mutilation, concealment of library materials, or destruction of library property, observe but do not confront the suspect.

2. Call campus security and provide as much information as possible on the location of the incident, description of the suspect, and description of the incident. Report your action to your supervisor, and be prepared to provide additional assistance to the police and complete an incident report.
3. If you discover the theft of library books, other materials or equipment, or when it appears that a crime of some kind has been committed (e.g., high-value books are missing from shelves and not checked out), report this information to your supervisor. That person should investigate and inventory the situation and notify campus security for assistance with identifying, apprehending, and prosecuting the offender.

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