

SAFETY PROCEDURE AND INCIDENT GUIDE

[About This Guide](#)

[What is a Progressive Discipline Policy?](#)

Scenario

- [Animals](#)
 - Service Animals
 - Non-ADA Animal
 - Removing Service Animals
- [Assault, Disruption, Violence](#)
 - Abuse Toward Staff
 - Bomb Threat/Other Violent Threat
 - Destruction of Library Materials
 - Displaying Pornographic Material
 - Disruptive due to Mental Health Issues
 - Fighting/Physical Assault
 - Harassment, Sexual and Verbal
 - Inappropriate Dress
 - Public Nudity
 - Weapons
- [Disregarding Staff Instruction](#)
 - Disregarding Staff Instruction
 - Refusal to Leave when Asked
 - Refusal to Leave at Close
 - Unattended Personal Belongings
- [Emergency Facility Issues](#)
 - Bomb threat
 - Building lockdown
 - Environmental emergency
 - Fire
 - Gas Leak
 - HVAC (heating/cooling issues)
 - Plumbing
 - Power Outage
 - Severe Weather
 - Water leak
- [Misuse of Building or Services](#)
 - Bed Bugs
 - Graffiti
 - Improper Parking
 - Improper Use of Bathroom
 - Messy Bathroom
 - Noise Complaint
 - Sleeping

SAFETY PROCEDURE AND INCIDENT GUIDE

- Theft of Library Materials
- Unattended Child/Vulnerable Patron
- Unlocked Door
- Vehicle Damage
- Vehicle Tampering
- [Patron Complaints](#)
 - Patron Complaint
 - Suspicious Behavior
 - Theft or Lost Item
- [Patron Injury](#)
 - Medical Emergency
- [Requests for Information](#)
 - Camera Footage
 - FOIA
 - Patron Accounts
 - Police
- [Serving Bans](#)
 - Banning Adults
 - Banning Children
 - Trespassing
- [Substances](#)
 - Drug Paraphernalia
 - Drug Use/Influence
 - Public Intoxication/Consumption/Influence
 - Tobacco Use

SAFETY PROCEDURE AND INCIDENT GUIDE

ABOUT THIS GUIDE

This guide was created to help staff feel more confident and supported when responding to incidents in our libraries. It brings together real situations we've seen across branches, along with clear, consistent steps for how to handle them.

It's not meant to be used during an active incident—in the moment, your focus should be on staying safe and using your best judgment. Instead, use this guide *before* something happens to build your understanding, or *afterward* to reflect and learn.

We know every situation is a little different, but you shouldn't have to guess what to do. This guide is here to help you feel more prepared and to make sure we're all on the same page.

WHAT IS A PROGRESSIVE DISCIPLINE POLICY?

As the JDL code of conduct states, disciplinary measures are normally progressive:

- a. Patron is made aware of the problem behavior, and is asked to stop
- b. If the behavior continues, the patron is given a code of conduct with the violated articles highlighted
- c. If the behavior still doesn't stop, the patron is asked to leave the building for the rest of the day
- d. If the patron refuses to leave, staff will call the police

JDL believes that giving patrons an opportunity to correct their behavior before asking them to leave for the day is the best way we can serve our community

JDL's Code of Conduct can be accessed here: [JDL Code of Conduct Policy - Updated 5.2.23](#)

ANIMALS

Service Animals

- Service animals are defined as dogs or miniature horses that provide a service to someone with a disability. They do not include other species of animals, emotional support animals, or therapy animals.
- Service animals must be harnessed, leashed, or tethered with two exceptions:
 - These devices would interfere with the service animal's work or task.
 - The handler's disability prevents the use of these devices.
 - In these instances, the handler must still maintain control of their animal through vocal commands, hand signals, or by some other effective means.
- Even if the animal is behaving well and/or clearly has a service vest on, **always ask if it is a service animal.**
 - If they say yes, it is a service animal **we will trust our patrons and take their word for it**
 - If they say it's not a service animal, or the animal is an emotional support animal or therapy animal, kindly let the patron know that only service animals that help with a disability are permitted in the library
- [More Information from the State of Michigan](#)

SAFETY PROCEDURE AND INCIDENT GUIDE

Non-ADA Animal

- If a patron brings in an animal other than a dog or miniature horse, kindly let the patron know that only service animals that help with a disability are permitted in the library

Removing a Service Animal

- If the animal is misbehaving (barking repeatedly, not acting housebroken, not staying with owner, being aggressive, etc.)
 - Please note that some service dogs' jobs require them to bark, and an occasional bark is not considered to be out of control.
 - If the service animal is out of control (continues to bark repeatedly, make a mess, or act aggressively), we can ask the patron to remove their service animal from the library, even if it is a legitimate service animal.
 - If we have to ask the service animal to be removed, please let the patron know that they are welcome back without their animal.
 - Offer the patron alternatives to access library services, such as JDL Delivers or Takeout at the Carnegie Library

ASSAULT, DISRUPTION, VIOLENCE

Abuse Toward Staff

- Insulting, demeaning, aggressive, and/or violent behavior or language is not acceptable. In the case of a patron using abusive language towards staff, refer the patron to the code of conduct, specifically numbers 4, 5, and 18.
- Behavior that is racist, sexist, homophobic, transphobic, xenophobic or otherwise disrespectful towards staff is not allowed.
- If the patron refuses to stop, ask them to leave for the day.
- If the patron refuses to leave, staff are empowered to call the police to request the patron be trespassed.

Bomb Threat/Other Violent Threat

- Procedure available on pages 8-9 of each branch's emergency procedure documents Found here: [Branch Emergency Procedures](#)

Destruction of Library Materials

- Per # 6 under the Code of Conduct, patrons need to be respectful of library furnishings and materials. The destruction of physical library materials, equipment, furnishings and buildings is prohibited.
- Destruction includes defacing, destroying, damaging and stealing.
- Patrons caught in the act may experience legal action for restitution, depending on the situation.
- Staff should attempt to address the patron when it is safe to do so. If the patron is unknown, branch staff with cameras can review footage and attempt to identify them, but staff cannot share the camera footage with the police without permission from the Director or Director's designee.

SAFETY PROCEDURE AND INCIDENT GUIDE

- Depending on the severity of the damage or in the case of stealing, staff should call 911 to file a report.

Displaying Pornographic Material

JDL Technology Policy: [Volume VII Technology.pdf](#)

- JDL is required because of [CIPA](#) to have internet safety measures in place, such as filtering, to prevent minors from viewing harmful material.
 - If at any point a patron is observed viewing illegal content, such as child pornography, staff should call 911 immediately and lock the patron's computer via CASSIE
- Adults 18+ and minors with an adult 18+ accompanying them during use can ask for an unfiltered computer
 - To remove the filter from a computer in CASSIE, right-click on the computer in CASSIE and select "Unfiltered"
- Patrons cannot view pornography, sexually explicit materials, and/or nudity on our computers in order to protect minor patrons.
- If there are minors present when a patron is observed viewing sexually explicit material, staff should discretely address the patron and remind them of our Code of Conduct (#11 specifically) and our Technology policies and **tell** them to stop viewing it because there are minor children present
 - If the patron complies, they are okay to continue using the computer
 - If the patron does not comply, they should be asked to leave for the day. Staff may shut down their computer via CASSIE to encourage their departure

Disruptive due to Mental Health Issues

- If a patron is being disruptive due to mental health issues, staff should attempt to address the patron and communicate that their behavior is unacceptable for the library-
 - Staff can also refer the patron to services, such as Lifeways Crisis Response, 800-284-8288 or offer to call someone on the patron's behalf
 - Language for call: "I'm in the presence of someone that appears to be experiencing a mental health crisis. Can you please send the crisis team?"
- If the patron is responsive and alters their behavior, they are welcome to stay in the library
- If the patron is not responsive and/or refuses to alter their behavior, ask them to leave for the day and not return
- If the patron refuses to leave, staff are empowered to call the police to request the patron be trespassed

Fighting/Physical Assault

- In the event of a physical assault or altercation in the library, your safety is the number one priority. JDL Staff are not responsible or trained for physically intervening with a fight
- Call 911 immediately
 - If you are unable to call, get a colleague's attention and ask them to call on your behalf
- Staff can attempt to alert the patron(s) that their behavior violates our code of conduct, and they need to leave immediately. Staff should not put themselves in danger or harm's way by attempting any additional de-escalation with the patron(s) if the patrons are not responsive

SAFETY PROCEDURE AND INCIDENT GUIDE

- Focus on moving yourself to a safe space
- Move anything that could be used as a weapon out of the way. Staff are empowered to move furniture to create barriers if needed
- Wait for the police to arrive and let them handle the patron

Harassment, Sexual and Verbal

- Harassment of any kind is not tolerated at JDL
- For any incident reports that include harassment of a staff member, staff members may decide to not have their name included in the report
- Per #4 & #5 under the code of conduct, patrons may not disturb others in any manner, display materials or make verbal comments/gestures that might offend or harass someone
- If a staff member is being harassed by a patron, they are encouraged to set their own boundaries with patrons and communicate to patrons if the patron is making them feel uncomfortable and ask them to stop the behavior. If it continues, then the patron will be asked to leave for the day
 - Try to steer the conversation back to library services. Let the patron know that you are happy to assist them with anything library related and insist on maintaining professional boundaries
- If the staff member is uncomfortable addressing the harassment, they should communicate this to their supervisor so the supervisor can address the patron
- If the harassment is severe enough, and especially if the harassment was physical in any way, the patron can immediately be asked to leave for the day.
 - Call 911 if necessary to file a report
- If a patron is harassing another patron, staff should address the patron doing the harassment and, depending on the severity, give the patron a warning or ask them to leave for the day
 - It might also be helpful to offer the patron being harassed a different workspace or accommodation, so they don't have to be near the person that was harassing them

Inappropriate Dress

- Per #7 under the code of conduct, patrons of all ages are expected to dress appropriately for hygiene and safety purposes, meaning shirts and shoes are required in the library
- If a patron is not dressed appropriately, let the patron know what they are wearing is inappropriate for the library setting and they need to change into something more appropriate to stay
 - If your branch has shirts or shoes available for patrons, feel free to offer them to the patron
- If the patron is unable to change into something more appropriate, then they will need to leave and come back when they are dressed appropriately
- If the patron refuses to comply, ask them to leave for the day and not return
- If the patron refuses to leave, staff are empowered to call the police to request the patron be trespassed

Public Nudity

- Public Nudity (when intentional) is a crime in Michigan
- If a patron intentionally exposes their genitals, buttocks, or breast in public, staff should call 911
 - Important note: a mother breastfeeding their baby **does not** constitute public nudity

SAFETY PROCEDURE AND INCIDENT GUIDE

- If the nudity is unintentional, address the patron immediately and let them know they need to cover up or they need to leave for day (Similar to the inappropriate dress guidelines)

Weapons

- Per #3 under the Code of Conduct, all weapons are prohibited from library premises to the fullest extent permitted by law
 - Michigan gun regulations allow all residents 18+ to **open carry in a holster in plain view**. It also allows all residents 18+ with a Concealed Pistol License (CPL) to carry concealed at the library
 - While it is not illegal to ask someone if they have a CPL, the person is not required to answer
- If a patron possesses a weapon that is not a legally carried firearm, (examples of weapons are gun, knife, sword, bow, hatchet, axe) JDL Staff should ask the patron to leave with their weapon and return without it
- If a patron brandishes any sort of weapon, call 911 immediately
 - Brandishing is to display all or part of the weapon, or otherwise make the presence of the weapon known to another person, in order to intimidate that person, regardless of whether the weapon is directly visible to that person
 - Brandishing is illegal in the state of Michigan
 - Examples of brandishing:
 - Pulling out a weapon
 - Waving a weapon around
 - Pointing a weapon at someone, even if its not directly at them
 - Standing with a weapon in your hand
 - Looking at someone and lifting your shirt to show a weapon
- If at any point a patron threatens staff or other patrons with a weapon, call 911 immediately
- If a staff member is unsure whether something is considered a weapon, they should consult their supervisor for guidance
- Link to Michigan Gun Regulations: [Firearms and Bows](#)
- If staff find a weapon, do not touch it and call 911 for guidance

This is what **legal** open carry looks like.

Note that the gun is in a holster.

Source: [What is "Open Carry" and Should You?](#)
» [Cobalt Firearm Instruction](#)



SAFETY PROCEDURE AND INCIDENT GUIDE

DISREGARDING STAFF INSTRUCTION

Disregarding Staff Instruction

- Per #18 under the code of conduct, patrons must follow library procedures when instructed to do so by library staff
 - It's important for staff to ensure their requests of patrons are reasonable and equitable
- If the patron refuses to comply with a staff member's requests after 2 warnings, staff should ask the patron to leave for the day
- If the patron refuses to leave, refer to the next topic – Refusal to Leave when Asked

Refusal to Leave when Asked

- If a patron refuses to leave when asked by staff, staff are empowered to call 911 and ask the patron be trespassed for the day
- Staff should focus on making sure the environment is safe by moving anything that could be used as a weapon out of the way. Staff are empowered to move furniture to create barriers if needed
- Staff should not put themselves in danger or harm's way by attempting any further de-escalation with the patron

Refusal to Leave at Close

- If a patron refuses to leave at closing time, give them 5 minutes to gather their things and leave the building
- Staff CANNOT give patrons rides or give patrons money for a ride
- Staff should use their best judgement whether calling 911 is appropriate for the situation
- Staff should also notify their supervisor of the situation occurring
- After two occurrences with the same patron, the branch manager should have a conversation with the patron about the expectation that they leave when the building closes
- Minor left behind at closing
 - Have them call their parent/guardian
 - If the parent/guardian doesn't respond or refuses to pick up minor, call 911 and wait for the police to arrive
- Two staff (in charge person + backup) will stay until the police arrive or the patron leaves
 - **At no time should a JDL staff person be left alone in the building with a patron that refuses to leave**

Unattended Personal Belongings Inside or Outside the Branch

- The library is not responsible for unattended personal belongings.
- Patrons must keep their items with them at all times during their use of the library.
- Items found unattended can be held in the lost and found, but can be thrown away depending on condition and space restraints
- If a patron repeatedly has an issue with belongings left unattended, have a conversation with them that the library is not responsible for those items and their personal belongings are at risk of being lost or stolen.

SAFETY PROCEDURE AND INCIDENT GUIDE

EMERGENCY FACILITY ISSUES

Bomb Threat

- Procedure available on pages 8-9 of each branch's emergency procedure documents Found here: [Branch Emergency Procedures](#)

Building lockdown

- Procedure available on page 10 of each branch's emergency procedure documents Found here: [Branch Emergency Procedures](#)

Environmental emergency

- Contact the director and local municipalities for guidance

Fire

- Procedure available on page 14 of each branch's emergency procedure documents Found here: [Branch Emergency Procedures](#)

Gas Leak

- Procedure available on pages 17-18 of each branch's emergency procedure documents Found here: [Branch Emergency Procedures](#)

HVAC (heating/cooling issues)

- Put in a facilities ticket and be as specific as possible
- For urgent HVAC issues, call the facilities manager immediately on their cell phone, found here: [Branch List with Addresses and Hours 2023a.xlsx](#)

Plumbing

- Staff should attempt to plunge the clog. If you have exhausted your plunging efforts, close the bathroom and submit a facilities ticket
- Put in a facilities ticket and be as specific as possible
- For urgent plumbing issues, call the facilities manager immediately on their cell phone, found here: [Branch List with Addresses and Hours 2023a.xlsx](#)

Power Outage

- Call the facilities manager immediately on their cell phone, found here: [Branch List with Addresses and Hours 2023a.xlsx](#)

Severe Weather

- Procedure available on page 16 of each branch's emergency procedure documents Found here: [Branch Emergency Procedures](#)

Water leak

- Try to mitigate any water leaks noticed with buckets until it can be addressed by facilities

SAFETY PROCEDURE AND INCIDENT GUIDE

- If a small water leak is noticed at the branch, take a picture of the leak and text it to the facilities manager, also submit a facilities ticket
- If a bigger water leak is noticed at the branch, take a picture and call the facilities manager immediately on their cell phone, found here: [Branch List with Addresses and Hours 2023a.xlsx](#)

MISUSE OF BUILDING OR SERVICES

Bed Bugs

[Link to Bed Bug Procedures](#)

Graffiti

- Graffiti is considered a crime in Michigan.
- If a patron is caught in the act of graffitiing the library facilities or materials, or another patron's property, let them know that it is illegal, and in violation of the Code of Conduct, specifically numbers 6 and 19. Do call the police and make a report of any physical damage.
- If graffiti is found after the fact, check cameras if available to see if it can be determined when/who performed the graffiti.
- Try to clean the graffiti if possible
 - If you aren't able to clean the graffiti, put in a facilities ticket and make note that extra support to repair/clean the graffiti is needed.

Improper Parking

- If a vehicle is parked improperly in a JDL parking lot, staff should try to find its owner. Branches with a PA system should make an announcement asking the owner of the vehicle to move it to an appropriate parking space. Smaller branches should ask patrons in the branch if they are the vehicle owner
- In the state of Michigan, it is illegal to leave a child under the age of 6 unattended in a vehicle. If this is discovered on library grounds, staff are to call 911 and report it
- If the owner is not found in the branch and the vehicle is obstructing traffic, call 911

Improper Use of Bathroom

- Code of Conduct number 12 states: "Patrons may not use restroom facilities for washing or drying clothes, bathing, shaving, or any other purpose that might reasonably be considered inappropriate."
- If a patron is found to have used the bathroom in a way that is reasonably inappropriate, give them a copy of the code of conduct highlighting the relevant portions.
- If a patron is found to have smoked, taken drugs, or other illegal acts in the bathroom, they can be asked to leave for the day immediately.
- If a patron has been in the bathroom for an extended period of time, staff are empowered to knock on the door and request verbal affirmation that the patron is okay and not in need of assistance.
 - If a patron has been in the bathroom for an extended period of time and does not respond to knocking and verbal inquiries, staff can open the bathroom to check on the patron.
 - If the patron verbally and coherently responds, the patron does not need to exit the restroom

SAFETY PROCEDURE AND INCIDENT GUIDE

- If there are other people waiting for the restroom, staff can ask the patron to finish up and exit the bathroom after an extended period of time, by referencing the code of conduct, stating that the bathrooms have to be available to everyone, and stating that the library needs to make sure that no one is having a dangerous medical event in the bathroom.

Messy Bathroom

- In the event that staff discover a bathroom that has a clogged toilet, urine or fecal matter present, or blood, staff should take the utmost caution when addressing them by wearing gloves, shoe covers, protective eyewear, etc.
 - All branches should have biohazard cleanup kits. If you do not, contact facilities
- Staff should attempt to plunge and clear any clogged toilets. If you have exhausted your plunging efforts, close the bathroom and submit a facilities ticket
- Staff should attempt to clean up small amounts of urine, fecal matter, and blood
 - For larger messes, close the bathroom and submit a facilities ticket

Noise Complaint

- If you receive a noise complaint from a patron, investigate and use your best judgement to ascertain whether the noise level is inappropriate. Consider the following:
 - Is the noise disruptive to library services?
 - Is the library space being used as intended?
- If the noise is above a reasonable level, ask the patron(s) to lower their volume, referring to Code of Conduct numbers 4 & 9
 - Offer the patron a separate space, such as a meeting room or study room if applicable
 - Offer the patron earbuds if available/applicable
 - If the patron refuses to comply, ask them to leave for the day and not return
 - If the patron refuses to leave, staff are empowered to call the police to request the patron be trespassed
- If the noise level is at a reasonable level, let the patron who made the complaint know that we cannot guarantee the library as a quiet space for them
 - Offer the patron the use of a private meeting or study room (if available) or a quieter place for them in the branch if possible

Sleeping

- Code of Conduct number 10 states: "Patrons may not sleep in the library."
- If a patron is discovered sleeping, staff will wake them and let them know about the code of conduct.
- Do not touch a sleeping patron unless they cannot be woken by any other methods. Wake them by speaking loudly and firmly, knocking on the table, clapping, or other methods that do not involve touch.
- If the patron is discovered sleeping a second time, wake them and present them with a code of conduct. Let them know that the next time they have to be woken up, they will be asked to leave for the day.
- If the patron is found sleeping again, ask them to leave for the day.

SAFETY PROCEDURE AND INCIDENT GUIDE

Theft of Library Materials

- If a patron is observed stealing library materials, JDL staff are permitted to address the theft with the patron if they feel comfortable doing so. Staff can also call their manager for backup in addressing the theft
- If materials are found to have been stolen, branches with cameras can look back and try to figure out what happened, but staff cannot share the camera footage without permission from the Director or Director's designee
- Staff should always call 911 to file a report on the theft of library materials. Include as much information as possible about what was stolen, when it was stolen, along with suspect information
- For reports of **checked out** library materials being stolen, refer to [Stolen Checkout Procedure.pdf](#)

Unattended Child/Vulnerable Patron

- The Code of Conduct number 17 states: "Abandonment of young children or member of a vulnerable population is prohibited." This can be reported to the police upon discovery.
- Library policy states that children under the age of 9 must be accompanied by someone 12 or older. Otherwise they are considered an unattended child
 - This could be a child that is left alone at any place in the library while the accompanying person goes to a different area of the library.
 - This could be a child that is being allowed to be destructive or disruptive if their accompanying person is not working to correct the behavior.
 - If the person accompanying the child leaves the child unattended, refer them to the code of conduct, and let them know that they will be asked to leave if the child goes unattended again.
- The library defines a vulnerable patron as someone who is unable to take care of or protect themselves from harm, even if they are over the age of 12 years old.
- Children or vulnerable individuals should know how to contact an adult, and both parties should be aware of library hours.
- In the state of Michigan, it is illegal to leave a child under the age of 6 unattended in a vehicle. If this is discovered on library grounds, staff are to report the unattended child to the police.
- If children or vulnerable people are left at closing, the library is not held accountable for them and is unable to give them rides home. A parent or guardian/family member responsible for them should be called. If this person is unreachable, the police will be notified.

Unlocked Library Door

- If staff notice that a library door is unlocked upon arriving for the day, then two staff members should together sweep the building to verify no unknown person, animal, or suspicious item is inside.
- Remember to lock the door before proceeding.
- After ensuring no unknown person, animal, or suspicious item is inside, then go back and look for anything askew, vandalized and/or stolen.
- For branches with an alarm system, check to make sure the alarm did not go off at some time.
- Likewise, if a branch has a camera, check the camera to investigate further.
- Notify Administration and the police if anything has been vandalized, damaged, and/or stolen.

SAFETY PROCEDURE AND INCIDENT GUIDE

Vehicle Damage

- If a vehicle receives damage while on JDL property, staff can try to figure out how it happened, but JDL is not responsible for damage.
- If the branch has cameras, staff could see what happened to the car, but staff cannot share the camera footage without permission from the Director or Director's designee. Police can be notified to document the damage.

Vehicle Tampering

- Similar to vehicle damage, if a vehicle has been tampered with on JDL property, staff can investigate and try to figure out what happened or who the culprit is, but JDL is not responsible for any damage or missing belongings.
- If the branch has cameras, staff can look back and try to figure out what happened, but staff cannot share the camera footage without permission from the Director or Director's designee. Police should be notified if a report is needed for damage or missing belongings.

PATRON COMPLAINTS

Patron Complaint

- All JDL staff should be prepared to receive a complaint from a patron
 - If the patron is seeking a supervisor or manager, check their availability to come speak to the patron. If they are not available, offer to take a message, or offer the supervisor's contact information along to the patron
- Encourage the patron to fill out a feedback/suggestions form (available for printing from Marketing SharePoint page)
- If the complaint is about library materials or programs, encourage the patron to consider filling out the Request for Review of Library Resources form on our website
- Be mindful of body language, tone of voice, and the words you use while listening and discussing the complaint with the patron
- Get as much information from the patron as possible
- Assure the patron that JDL takes patron feedback seriously, and you will investigate or pass the message along to the appropriate person for follow-up
- Ask the patron if they would like a follow-up phone call

Suspicious Behavior

- If a patron is acting suspicious, take note of what is suspicious and decide if it is safe to approach.
- If staff feel safe enough to approach the patron engaging in suspicious behavior, ask if they need help with anything. Most of the time drawing attention to the person will dispel anything.
- If staff do not feel safe to approach, then keep watch for anything to develop.
- If anything, illegal or unsafe, does develop further, whether staff have talked with the suspicious patron or not, staff should call the police.

Theft or Lost Item

SAFETY PROCEDURE AND INCIDENT GUIDE

- If a patron notifies staff of a lost item, take down the patron's information and item detail.
- Assist the patron in looking for the missing item.
- If the branch has cameras, staff can look back and try to figure out what happened, but staff cannot share the camera footage without permission from the Director or Director's designee.
- If unable to locate further, encourage them to call the police and do a report for a missing item. Otherwise, staff will notify each other of the missing item and be on the lookout for it.

PATRON INJURY

Medical Emergency

- Procedure available on page 15 of each branch's emergency procedure documents Found here: [Branch Emergency Procedures](#)

REQUESTS FOR INFORMATION

CAMERA FOOTAGE

- All requests to view camera footage should be referred to the library Director or designee, regardless of who is requesting it (patron, police officer, parent, etc.)

FOIA

- FOIA, or Freedom of Information Act provides the public with the right to request access to records from any federal agency
- Per [JDL's policy manual](#), the library director serves as the FOIA Coordinator. All requests should be referred to the library director
- Important note: A "library record" is not subject to disclosure under the Freedom of Information Act and may not be released or disclosed to any person without the written consent of the person identified in the record unless ordered by a court
- More information: [FOIA.gov - Freedom of Information Act: Learn](#)

PATRON ACCOUNTS

- Per the Michigan Library Privacy Act and [JDL's policy manual](#) a library record **CANNOT** be released or disclosed to any person without the written consent of the person identified in the record unless ordered by a court
- This applies to both adults and minors. Minor library records can only be released if the parent/legal guardian has signed a minor release and is listed on the account
- When a patron requests information about another patron's account, it is vital that JDL staff not release any information, including checkouts and holds, to anyone other than the account holder. (The only exception being in the case of a parent/guardian listed on a minor's account after signing a release)
 - Some sample language:
 - "I'm sorry, but privacy laws prevent me from releasing that information to you. We take the privacy and security of our patron's library accounts seriously. We appreciate your understanding"

SAFETY PROCEDURE AND INCIDENT GUIDE

- If the patron is persistent, stand your ground. Refer them to a manager or coordinator if necessary
- More information: [MCL - Act 455 of 1982 - Michigan Legislature](#)

POLICE

- It is not uncommon for law enforcement to come into the library looking for a particular person
 - Staff should never disclose whether they've seen the person, nor should they disclose any identifying information about the person
 - Let them know that they are welcome to look around the library for the person, but staff are unable to confirm whether they have seen the person
- Let them know that all requests for information, including camera footage or patron account information, need to go through the director's office for approval

SERVING BANS

Banning Adults

- Part of JDL's progressive discipline policy is issuing bans when a patron is involved in repeated incidents on JDL property
 - Please note there are rare situations where the incident is severe enough that the patron is immediately banned
- When a ban is issued, staff will be alerted by the Director/Assistant Director/Designee and a letter will be written up informing the patron of the ban, which pieces of the code of conduct were violated, and the date the patron can return to the library
 - The patron is also informed that if they come on library property during the ban period, staff will call 911 and have the patron trespassed
- The ban does not officially go into effect until the patron is presented with the ban letter in person
 - JDL also attempts to mail a copy of the letter to the patron if a potential address is known
- When the ban period is up, if the patron returns and is involved in more incidents, additional bans will be issued for longer periods of time, up to indefinitely

Banning Minors

- Part of JDL's progressive discipline policy is issuing bans when a patron is involved in repeated incidents on JDL property
 - Please note there are rare situations where the incident is severe enough that the patron is immediately banned
- When a ban is issued, staff will be alerted by the Director/Assistant Director/Designee and a letter will be written up informing the patron of the ban, which pieces of the code of conduct were violated, and the date the patron can return to the library
 - The patron is also informed that if they come on library property during the ban period, staff will call 911 and have the patron trespassed
- The ban does not officially go into effect until the patron is presented with the ban letter in person
 - JDL also attempts to mail a copy of the letter to the patron if a potential address is known
- **Minors will receive a time out card with the current date and the date they can return**

SAFETY PROCEDURE AND INCIDENT GUIDE

- **If the minor comes in with their parent/guardian to discuss the ban with the branch manager, the ban could potentially be reduced or lifted**
- When the ban period is up, if the patron returns and is involved in more incidents, additional bans will be issued for longer periods of time, up to indefinitely

Trespassing

- If a patron that has been asked to leave for the day still refuses to leave once law enforcement arrives, we can ask that law enforcement trespass the patron which begins a legal process
- If a banned patron has been spotted on JDL property, staff should call 911 and ask that the patron be trespassed

SUBSTANCES

Drug Paraphernalia

- If drug paraphernalia is found on JDL property, staff should dispose of it in the safest way possible
- Staff should attempt to clean up small amounts of drug residue
 - **Always wear gloves, masks, shoe covers, and other necessary PPE equipment** and use your branch's grabber tool to avoid contact
 - For larger messes, close off the area and submit a facilities ticket
- Needles can be put in the branch's sharps disposal container. Use your branch's puncture proof gloves if available
- Other paraphernalia should be bagged up and placed in the trash
- If the paraphernalia was left in an area visible on the security cameras, staff should look at footage and try to determine when it was left and by who. The intent is to have a follow up conversation with the patron who left the paraphernalia, letting them know that it violates our code of conduct

Drug Use/Influence

- Per #2 under the code of conduct, patrons may not possess, consume, or be under the influence of any intoxicant **or any controlled substance** (except as may be authorized by prescription).
 - Examples of controlled substances include marijuana, heroin, psilocybin, cocaine, methamphetamine, fentanyl, and ecstasy
- If a patron appears to be under the influence of a controlled substance, or is found consuming a controlled substance, let the patron know that per our code of conduct, they will need to leave for the day. They are welcome to come back the next day as long as they are not under the influence

Public Intoxication/Consumption/Influence

- Per #2 under the code of conduct, patrons may not possess, consume, or be under the influence of any intoxicant
- If a patron is intoxicated, seems to be under the influence, or is observed consuming alcohol, let the patron know that per our code of conduct, they will need to leave for the day. They are welcome to come back the next day as long as they are not intoxicated or under the influence

SAFETY PROCEDURE AND INCIDENT GUIDE

Tobacco Use

- Per #1 under the code of conduct, all JDL property (inside and outside the branches) is tobacco free. This includes smoking, chewing, rolling, or displaying tobacco and electronic cigarettes and vapes.
- If a patron is smoking or even displaying tobacco on JDL property, let the patron know that JDL is a tobacco free zone, and direct them to an area (a city sidewalk or other area off JDL property) where they can have it
 - If a patron is smoking in their car that is parked on JDL property, leave them be. If the patron is in their personal property JDL staff will not approach them