

Omaha Public Library Ban and Bar Policy and Procedures 2009

The following outlines information that all staff of Omaha Public Library need to know and understand. Managers in all locations are responsible for ensuring that staff at all levels are aware of the Rules of Conduct. Staff also need to understand the progression of penalties related to violating the rules.

Rules of Conduct (9-17-2008) laminated copies should be posted at each entrance to the library. Copies of the Rules of Conduct should also be available for staff to give to customers.

If a customer is not in compliance with the Rules of Conduct, staff should do the following:

- Approach the person or persons and calmly explain that their behavior is in violation of library rules
- Provide a copy of the Rules of Conduct
- If the behavior continues, explain that the consequences include being excluded from the library on a short-term or long-term basis

If library staff observes behavior that threatens the safety of another staff person or the public, immediately call 911.

Violations of the Rules of Conduct can range from relatively minor, including loud or profane language, to serious, including drug or alcohol use, or threatening behavior. The attached chart, Ban & Bar Behaviors and Penalties (Revised, February, 2009) has been approved by the City of Omaha Law Department. It offers guidelines on how to proceed in various situations. Staff in all locations should apply these guidelines consistently and firmly. The City Attorney indicated that the ban and bar schedule ***“looks legally acceptable particularly, where I am certain, that it will be applied with thoughtful and fair discretion.”***

Not every possible situation is documented in the Behaviors and Penalties document. When in doubt, please consult with your manager or security personnel, if applicable.

Staff, security personnel, or the police can ban and bar. If you do not have a security officer and are uncomfortable, ***call the police***. If the security officer is not comfortable with the situation, ***call the police***.

Staff must document the situation and advise the customer of the length of time of the ban no matter if it is a short-term or temporary nature, or for a longer period. This is done for two reasons, 1) it provides history and information to other staff so that they are aware of the situation; 2) it begins the documentation process in the event that the behavior continues and more serious action is needed.

Short Term Ban and Bar Procedures (One day, one week)

If the ban is short-term or temporary, including being asked to leave for the day or week,

- Document the decision
- Inform staff in your location
- Put the documentation in a place or file where all staff in your location has access
- Remove it from the file when the time has expired.

Ban and Bar Procedures (One month or more)

Fill out the Ban and Bar documents as completely as possible.

- If the police are called, make sure to note their names and badge numbers. The police can approach the person to be banned and barred. They will help you complete the paperwork and photograph the person to be banned and barred. The Ban and Bar documents are available on **SamePage**.
- Do not attempt to restrain a customer while you wait for the police to arrive to ban and bar them. If they wish to leave they may do so.
- Be sure all parties have signed the documents: reporting staff person, the banned person, the security officer and/or police if present.
- Send a copy of the completed forms to the designated person at Main Library and email the photograph. The information will be posted under Ban and Bar on **SamePage** and the photo and paperwork filed.
- Ban and bars are system wide. Those banned and barred are posted on **SamePage** to be available to staff across the system. The record on **SamePage** will include the photograph—if available, when, where and why the person was banned and barred and when the ban and bar expires. **Someone banned at one library is banned from all Omaha Public Libraries.**

Trespassing

Unless entering a library to request that a ban and bar be lifted, any person who has been Banned and Barred and enters an OPL Library is trespassing. **Call 911.** Prepare the same form used at the time of the original ban and bar showing trespass as the offense.

Questions regarding the policies or procedures relating to the Rules of Conduct or Ban and Bar procedures should be directed to the Director or Assistant Director.

Ban and Bar Appeal

Those requesting that a Ban and Bar be reviewed or lifted will fill out an appeal form. The form will be reviewed by the Director and Assistant Director and the response delivered in writing.

An email message will be sent to staff announcing the lifting of any Ban and Bar.
rector.