



# Disruptive Patron Behavior Policy

Policy Number: 009

Supersedes Policy #009 - 03/15/05; Resolution 82-5; #009 - 10/24/12

Approved: 03/25/2015

Effective: 03/25/2015 - 03/01/2020

Authorized by: Board of Trustees

Review Date: 12/01/2019

1) **Purpose:**

To establish requirements for patron conduct and to provide direction regarding disruptive patron behavior in order to protect the rights and safety of Timberland Regional Library (TRL) patrons and staff and to preserve and protect the library's materials, equipment, and property.

2) **Scope:**

This policy applies to all TRL locations.

3) **Background:** None.

4) **Definitions:**

A. **Disruptive Behavior:** Any action or inaction by a patron which unduly interferes with the library activities of other patrons or the work of library staff that endangers the perpetrator or others, and/or is illegal. Disruptive behavior may also include any activity which results in harm to library equipment, assets or services.

5) **Policy:**

- A. TRL staff is responsible for determining whether patron conduct is disruptive behavior and for initially taking action to stop conduct that is considered as disruptive behavior.
- B. A person who is exhibiting disruptive behavior will be notified that the behavior is contrary to TRL policy and will be asked to cease the behavior. If the disruptive behavior continues, the person will be asked to leave the library. If the person refuses to leave, local law enforcement officials will be called. However, at the discretion of TRL staff, if disruptive behavior causes a concern for personal safety of staff or patrons, an immediate call may be made to law enforcement.
- C. If the disruptive behavior is a major concern to library operations and/or it continues or repeats, TRL may withdraw permission for a person to re-enter its facilities or to access services for a length of time as determined by the Executive Director.
- D. These rules will be enforced in a fair and reasonable manner.
- E. Illegal behavior is considered as disruptive behavior and it will not be tolerated in the libraries. Law enforcement officials will be called whenever TRL staff


reasonably believes that illegal conduct has occurred on library property.


6) **References:**

A. Disruptive Patron Manual, Brochure, and Poster.

7) **Citations:**

A. RCW 27.12.290.

 3/25/2015  
Cheryl Heywood, Executive Director

 3/25/2015  
Hal Blanton, President

*By the enactment of this policy the Board of Trustees of Timberland Regional Library is concurrently rescinding any prior policy or procedure within TRL that is either in conflict with or expansive of the matters addressed in this policy.*

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