

## **Discipline Protocol for Benson Branch**

**Goal – provide a comfortable atmosphere for all our customers**

- **Objective 1 – better communication between staff members about discipline situations in the library**
- **Objective 2 – discipline procedures are handled quickly and calmly**
- **Objective 3 – consistent discipline for customers who choose not to follow our behavior rules**

### **Protocol**

#### **Library Aides Who Shelve or Do Back Room Tasks**

These individuals often see or hear things that the rest of us don't. If you notice a situation that bears watching, let someone at the service desk know. Library Aides should not confront an individual on their own.

#### **Discipline Steps**

- Library Aides at the Service Desk are often the first individuals to notice a situation and give a warning. If the behavior stops or changes, the situation is over.
- If escalation occurs from the warning, the Library Aide lets other staff at the service desk know that the first warning has been given to a particular individual or group.
- If the offense occurs again, two people will approach the individual/group to ask their names and ask them to leave for the day.
- Record the incident in the Patron Incident Log. This will allow us to move to the next discipline level if a particular individual or group chooses not to follow our behavior rules.
- If this process happens three days running for the same individual/group, we will move to the next level of discipline according to the offenses list (i.e. 1 week, 3 months, etc.)

- Follow the Ban and Bar process as needed. Pictures are always desirable but it can be difficult to get a picture of a minor under 19. Send the paperwork to Phyllis Reeves at W. Dale Clark Library if the ban is one month or longer.

### **Names**

- If someone is asked to leave for the day, a name is desirable but not required.
- Ask another staff member or the security guard to help you get a name. It's always desirable to have two individuals witness a transaction during a situation.
- It's often possible to get a name during a computer issue from CASSIE.

### **Helpful Hints**

- Keep your cool when dealing with the situation.
- Don't apologize before giving a warning.
- Make your statement in a calm, firm voice – "Let's get your feet off the table." or "There's only supposed to be two people at a computer. Who is going to leave?"
- A suggested line from the Black Belt Librarian is – "This is disruptive of library service and we're not going to allow it."
- Say thank you if the individual or group complies with your request.
- Review the list of offenses in the Patron Incident Log. They don't cover every scenario but there's usually one that's general enough to cover the current offense. I've found that with good documentation and a reasonable explanation, Rivkah is usually amenable to whatever solution we devise for the situation.

### **Benson Ban-and- Bar Book**

The Benson Ban-and-Bar is at the Service Desk with the Patron Incident Log and the OPL Ban-and-Bar Book. All staff, as well as the security officer, should consult it as needed.

### **Shift Change**

- As the day people leave, someone should let the night person in charge know about any ongoing situations. This will help if the night person has to deal with an unhappy situation a few minutes before closing or during the evening.
- The night person should also check the Patron Incident Log to see what has occurred (if anything) during the day.