

ATHENS-LIMESTONE COUNTY PUBLIC LIBRARY

ABUSIVE AND DISRESPECTFUL BEHAVIOR

The Library does not tolerate verbal abuse towards its employees from any patron. An employee may request that a supervisor intervene when a patron is abusive or disrespectful, or the employee may defuse the situation themselves, including ending the contact.

If there is a concern over the possibility of physical violence, a supervisor should be contacted immediately.

When extreme conditions dictate, 911 may be called.

Employees should leave the area immediately when violence is imminent unless their duties require them to remain.

Employees must submit a written report to their supervisor about the incident as soon as possible.

The following types of behaviors cause a disruption in the workplace and are often unlawful:

- Violent behavior – including the use of physical force, harassment, bullying or intimidation.
- Discriminatory behavior – including inappropriate remarks about or conduct related to a person's race, color, creed, religion, national origin, disability, gender, marital status, age, sexual orientation, or familial status.
- Offensive behavior – that may include such actions as rudeness, yelling, angry outbursts, inappropriate humor, vulgar obscenities, name calling, disparaging language, or any other behavior regarded as offensive to a reasonable person based upon violent or discriminatory behavior as listed above. It is not possible to anticipate in this procedure every example of offensive behavior.

LIBRARY RESPONSE TO ABUSIVE AND DISRESPECTFUL BEHAVIOR

Except in extreme cases such as violence, discriminatory behavior, or physical damage to the building, the Library Director will issue a warning letter to the patron reviewing the incident and possible repercussions for repeat incidents. The letter will be mailed to the patron and a copy kept in the Library. The patron will be required to sign the Library's copy of the letter in acknowledgement that it was received.

The Library Director will notify the Board of Trustees of incidents of warnings and suspension of library privileges. It is not possible to anticipate every type of response required. Patrons have the right to formally request the Board of Trustees to reinstate library privileges or to change library policy.