

Enforcement of Policies on Electronic Access: Progressive Approach

It is the intention of the City of Saratoga Springs Public Library to provide opportunities for patrons to preview and understand policies related to appropriate Internet use in the library before they utilize this resource. Consequently, education is considered the first step in enforcement of policies related to Internet use. Intervention is seen as a secondary step in enforcement and is intended to provide a second opportunity for the staff to educate patrons about library policies. However, when education and intervention fail, it may be necessary to suspend Internet privileges as a final means of enforcing library policies.

<p>Education: The library educates patrons on Internet access policies through the following steps.</p>	<ol style="list-style-type: none">1. Posts relevant policies in hard copy format near PCs.2. When appropriate, initial personal contact between staff and patron making inappropriate use of the Internet will focus on clarifying policies.
<p>Intervention: When it is necessary for the staff to intervene in the use of the Internet by a patron, communication with the patron will be clear and based on training about appropriate methods of contact and words to use. It may include both verbal contact and printed information. However, the primary focus of intervention remains to achieve compliance through the cooperation of the patron.</p> <p>A second intervention with a patron may include both verbal contact and printed information. This may also serve as a final warning to comply with library policies before additional steps are taken.</p>	<p>Steps in intervention are as follows (example of wording to illustrate steps):</p> <ol style="list-style-type: none">1. Based on library policy, I have to ask you to exit the site you are in.2. For your information, this is a re-statement of our policies in this area. (Handout)3. I am again asking you to exit the site you are in. The steps we may take if we must address this with you again are stated here. (Handout)

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<p>Suspension: Suspension occurs following prior effects to encourage a patron to comply with library policies. These efforts may have occurred in a single search session by the patron over a period of time. Most commonly, a staff member will direct a patron to end his or her search session and leave the Internet PCs and will document the incident for future reference. Based on the situation, a patron may be told that the matter is being referred to the Library Director for review and that privileges may be suspended. This information will normally be conveyed in print.</p> <p>Based on the situation, a patron may be given a letter suspending his or her privileges for a period of time. In the case of a minor, he or she may be required to involve a parent or guardian as part of the suspension process.</p> <p>When patrons are not responsive in following staff directions, local law enforcement authorities may become involved in the suspension process.</p>	<p>Steps in enforcement are as follows: (example of wordings to illustrate steps)</p> <ol style="list-style-type: none">1. As you have not complied with library policies, I am directing you to end your Internet searching and leave the PCs.2. I am making a record of this incident for future reference and forwarding it to the Library Director. <p>Possible directions the enforcement may take depending on the situation:</p> <ol style="list-style-type: none">3. This is a letter that formally suspends your Internet privileges for a week.4. Before you use the Internet again, it will be necessary for the Library Director to speak with a parent or guardian.5. As you have not complied with my direction, I am now calling the local police. <p>Judgment must be exercised in making these statements and each statement once it is made, must be backed with actions. When indicating that a parent or guardian must come to the library, request the minor's name, telephone number, etc., and make the call to the parent. When contacting the local police, indicating that a possible public-nuisance situation exists at the library.</p>
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Appeal: Any patron may appeal a librarian's judgment regarding a particular's site's appropriateness in terms of library policy to the Library Director. Any patron may appeal the policy to the Library Board.

An appeal to the Library Director may be made if the patron feels that the site is appropriate under library policies. The appeal may be immediate or within five days of the incident, and may be made verbally or in writing. If the Library Director is available, the site can be accessed immediately and a determination made. If not available, the appeal will be addressed within one business day. This decision may also be appealed to the Board of Trustees.

Patrons may discuss the policy itself with the Library Director. However, an appeal to change the policy must be made, as with all library policies, to the Library Board. Information on making appeals to the Library Board is available from the Library Director.

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