<u>Policy Name:</u> **Security Policy- Cayman Islands Public Library Services**

<u>Policy Code:</u>	
<u>Produced in:</u>	October 2010
<u>Last Reviewed in:</u>	November 2012
<u>Last Review Approved by:</u>	Christen Suckoo, Deputy Chief Officer, METE
<u>Next Review in:</u>	June 2015
<u>Policy Retired in:</u>	

Cross References:

This policy should be cross-referenced with the following:

- *Library General Rules and Regulations Policy*

Aims

The aim of the Security Policy is to ensure the provision of a safe and secure facility for Library Staff, Library Users, as well as Library Resources and Library Equipment.

Definitions

For the purposes of this policy document, the following definitions hold true:

Child – Person between zero and eight years of age.

Library Card Number – Barcode number found on the plastic membership card issued by "The Public Library" used to access Library Materials.

Library Equipment – Any equipment provided for use by Library Users in "The Public Library" including computers, printer/copy machines and video projection.

Library Facility – See "The Public Library".

Library Materials – Any materials provided to Library Users by "The Public Library".

Library Rules Committee – Committee comprised of a Library Staff member, a Library Administrator and a member of the Ministry of Education, Training and Employment.

Library Services – Any services provided to Library Users by "The Public Library".

Library Staff – Any person employed by the Ministry of Education, Training and Employment assigned to work in "The Public Library."

Library User – Any member of the public using resources provided by "The Public Library" including Library Services and Library Materials.

Management Staff – Library Staff member assigned supervisory responsibility for other Library Staff.

Obscene – Any behavior that is offensive by accepted standards of morality and decency.

Patron – Library User

The Public Library – All or any of the six public library facilities located in the Cayman Islands: George Town Library, West Bay Library, Bodden Town Library, East End Library, North Side Library and Cayman Brac Library as well as any service accessed through the online branch found at http://www.cipl.gov.ky.

RCIPS – Any member of the Royal Cayman Islands Police Service.

Security Equipment – Any equipment installed to monitor, record and video patron behaviors. (Video Surveillance Equipment)

Young Teen – Person between the ages of nine and fourteen.

Policy Statement

I.   All Library Staff may monitor the behaviour of Library Users utilizing security equipment to ensure that conduct is in accordance to acceptable standards.
II.   Inappropriate behaviour will be addressed with a response proportionate to the severity of the behaviour (as outlined in the Rules and Regulations Policy).
III.   Enforcement of the policy is the responsibility of **all** Library Staff.
IV.   Library Staff is expected to address problematic situations encountered.
V.   Any Library Staff member may contact the RCIPS based on one or more of the following grounds:

        a. to preserve his/ her safety
        b. to preserve the safety of library clientele
        c. for assistance in enforcing policy and/ or preserving the library environment as outlined in the Rules and Regulations Policy

VI.   Management Staff are expected to have a greater awareness of the policy and should assist Library Staff where necessary to successfully enforce the policy
VII.   Library Staff who have confronted a person on violations of policies and rules will be supported by their Supervisor, the Librarian in Charge and the Administration.

Guidelines for response to issues:

I.   Any behaviour including, but not limited to assault, theft, robbery, pornography, child endangerment, etc., should be reported immediately to the RCIPS.

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II. Persons consistently breaching the rules and regulations of The Public Library may be evicted or asked to leave the premises (including the surrounding perimeters). In the case of youth patrons, Library Staff should contact the parents/ guardian where possible.

III. Individuals may be banned for a limited time or permanently depending on the following:

    a. severity of offense
    b. repeated offenses
    c. likelihood of possible continued offenses
    d. safety of Library Staff and Library Users

IV. When an individual is banned, that person and RCIPS will be notified. In addition a report should be made to the Supervisor and Library Director for necessary actions (general Library Staff update and communication to the METE).

V. Should an individual who is banned return to The Public Library, the RCIPS should be notified if needed to enforce banning.

Categories of Behaviour and Related Responses

Class 1- Serious misconduct or overt criminal behaviour, including but not limited to the below-listed:

a) Fighting or combative behaviour
b) Alcohol or drug intoxication
c) Exhibitionism
d) Inappropriate, overt, unwelcome sexual behaviour
e) Possession of weapons
f) Threats
g) Physical abuse
h) Refusal to leave when asked
i) Vandalism
j) Theft, including theft of Library materials
k) Intrusive behaviour, including staring at or stalking Library Staff or Library Users with the intent to annoy, harass, violate privacy, or interfere with Library Staff performance or patron use of The Public Library
l) Pornography, including child pornography

Library Staff response will include contacting the RCIPS for eviction and initiating procedure to determine suspension/banning.

Class 2- Potentially serious, including;

a. Verbal abuse of Library Staff or other Library Users
b. Loitering in a manner that interferes with others use of Library Services
c. Panhandling
d. Excessively emotional, hostile, threatening or uncontrolled behaviour
e. Use of profanity, obscenity or obscene gestures

Library Staff response will vary according to the severity of the disruption or threat, ranging from a warning to contacting the RCIPS for support in immediate eviction or banning.

Class 3- Annoying or disruptive, including;

a. Inappropriate public displays
b. Bodily hygiene that is offensive to others (judgment call for extreme situations)
c. Loitering that poses obstruction of access to the facility
d. Any behaviour that disturbs or interrupts other Library Users and Library Staff
e. Other violations of the Rules and Regulations of the Library

Staff response will vary according to the nature of the offense, ranging from tolerance to verbal warning and eviction. Where necessary, the RICPS may be contacted for assistance.

Procedures for Handling Children Found Unattended at Closing

1. If Library Staff judges that a Child should not be left alone after The Public Library closes, two Library Staff members, at least one of which needs to be the manager/supervisor in charge, should remain inside The Public Library with the Child. Library Branches with one staff member should call RCIPS to take control the Child at closing time.

2. Library staff should identify the Child and write his/her name, Library Card Number, and/or phone number. Library Staff will then phone the parent/caregiver, or other responsible family member to pick up the Child and the RCIPS.

3. Library Staff members must wait with the Child inside The Public Library building until the parent/caregiver/family member or RCIPS arrives.

4. If a parent/caregiver comes within 30 minutes, Library Staff will inform him/her about The Public Library's closing time and policy regarding unattended children.

5. If a parent/caregiver does not come within 30 minutes, Library Staff will ask the RCIPS to assume protection of the unattended Child.

6. Library Staff may leave after the RICPS or parent/caregiver has picked up the Child and assumed responsibility.

7. The following work day, Library Staff must notify the Library Director about the incident and fill out an Incident Report. The report must be turned into the Library Director and forwarded to the Deputy Chief Officer, who will inform the Chief Officer and Minister.

8. Compensation time (Time-In-Lieu) for any overtime spent with the Child after hours should be arranged within the same pay period whenever possible and "payable" by CIG.

Appendix

Appendix I – **Library General Rules & Regulations**