

PICKERINGTON PUBLIC LIBRARY BOARD OF TRUSTEES MEETING  
April 13, 2017

The Board of Trustees of the Pickerington Public Library met in regular session on Thursday, April 13, 2017 at 7:00 p.m. in the library at 201 Opportunity Way. Members present were Cristie Hammond, Mary Herron, and Mike Jones, Robert Mapes, Cheryl Ricketts, Todd Stanley. Staff members present: Tony Howard, Library Director, Brenda Oliver, Fiscal Officer/Human Resources Manager and Colleen Bauman, Community Relations Coordinator. Also present: Kathy Bowden, Friends President.

Excused Absence: Michelle Shirer

Cristie asked for approval for the regularly scheduled board meeting from March 9, 2017.

Approval of Minutes

**4-3-17 Motion to Approve the Regular Board Meeting Minutes for March 9, 2017**

Mike Jones made a motion to approve the March 9, 2017 board meeting minutes. Mary Herron seconded the motion. Minutes were approved with no changes.

Public Participation – none

Friends of the Library report – Kathy Bowden reported the Friends received over \$3,000 from the book sale.

Finance Committee  
Fiscal Officer's Report

Brenda shared the report from March. There were no questions. She reported that the audit is complete and should be able to present next month.

Other Committee Reports

Levy Committee

Mike Jones shared that he received a report that needed to be filed; now in compliance.

Director's Report

Overall circulation has decreased. While numbers are still down, the difference under last year's numbers is decreasing. Digital circulation was up a little. According to the overall statistics, the trend we are seeing is that the library has more people coming in to the library and using the services and attending programs. Program participation numbers are up. 18 security incidents this past month, which included eating in the

library. This will be addressed in changes to the patron code of conduct policy. Kent shared that the security company we are currently using is having difficulty filling our request for part-time security. The library has filed paperwork to use special duty Pickerington Police officers. The library staff is learning how to use the patron code of conduct in addressing security issues with patrons.

Cheryl Ricketts entered the meeting at 7:17 p.m.

User visits are up by about 50 people per day – 13% increase in visits over last year.

Homework Help Center – most help offered was in math. Most attendees are from Junior High. Biggest growth was in Elementary School students. 20% increase over last month.

Facilities – Staff breakroom remodel – requested additional estimates. Conference room furniture – working on finalizing selections for furniture. Updating phone system to VOIP-contracted with Garber Connect.

Branch – Garber Connect will be installing the phone system, security cameras and running data cabling. Live Technologies is installing the wireless accessible monitor in the HHC (a grant has been submitted).

Fine Free has been added as 3<sup>rd</sup> quarter tactic. As a note, Licking County went fine free on April 10.

Monday is the pre-bid meeting. Bids have gone out and are due back May 4. The lowest responsible bids will be presented for voting during the May Board meeting.

Summer Reading Program – Final plans are being made, raffling an iPad mini to teens and adults, raffling 2 Amazon Kindle bundles to kids.

OLC Legislative Day was attended by Tony, Brenda, Colleen and Mary. 33 House Representatives agreed in writing to support the PLF staying at 1.7%.

### Assistant Director's Report

LSTA Grant update – contract is signed, scanner has been purchased and is in Tech Services. PC will be ordered soon.

Comic Show – The library is part of Free Comic Book Day this year.

Website - Upgrades have been made to the event calendar; easier to search and filter for events. Part of the upgrade was due to the anticipation of the upcoming branch opening.

Summer Reading – Adult Services Department is getting ready for more activities and programs for Adult/Teen summer reading programs.

Branch- Starting to order equipment for Sycamore Plaza and building collection.

Video Game Fridays – Laura Hanby has started this program in the HHC on Fridays working with teens that visit in the afternoons. Teens are very excited about the program and more kids are using the library.

Volunteer Appreciation Dinner – Colleen shared the event and invited Board members to attend.

### Old Business

### New Business

#### Resolution to adopt the updated version of the Patron Code of Conduct

There have been some security incidents this past month that have facilitated the need to address some items in the code of conduct policy. Updates to the policy include: Loitering has been removed from the policy as a violation. Anti-loitering laws are becoming difficult to enforce due to first amendment rights. Updated the language limiting food and beverages to designated areas; many of the young patrons come from school hungry and want to eat a snack. Updated the wording for offensive body odor to “Offensive odors including but not limited to body odor”.

#### **4-4-17 Resolution to adopt the updated Patron Code of Conduct Policy**

Cheryl Ricketts made a motion to adopt the updated Patron Code of Conduct Policy. Mary Herron seconded.

Roll Call: Robert Mapes-yes; Cristie Hammond-yes; Mike Jones-yes; Cheryl Ricketts-yes; Mary Herron-yes. Resolution passed.



## **Pickerington Public Library Patron Code of Conduct**

Board Policy:

DATE REVIEWED: 4/13/2017  
DATE APPROVED: 4/13/2017  
EFFECTIVE DATE: 4/13/2017  
REPLACING POLICY EFFECTIVE: 9/14/2015

In order to provide a comfortable environment for use of the Pickerington Public Library and on the library’s websites, the rules for patron behavior are listed below. The term patron addresses anyone on or utilizing library property. Any individual who repeatedly violates the library rules and regulations shall be denied the privilege of access to the library by the Board of Trustees. Specific violations with lengths of eviction are outlined in Appendix A. Any individual whose privileges have been denied may have the decision reviewed by the board.

The board authorizes the library director to bring to the attention of law enforcement authorities the identity of and circumstances involving those individuals who violate these rules. Individuals who have been evicted may be required to discuss the violation with a manager, the director, or assistant director before being readmitted. Juveniles may be required to bring a parent or guardian for such a conference.

Any individual evicted from the library has the right to appeal that eviction by following the steps outlined in the Eviction Procedure.

The library administration has the responsibility for maintaining order in the library and enforcing the established rules. The administration will maintain a Code of Conduct and ensure that the Patron Code of Conduct is posted prominently and communicated to library patrons in electronic and print formats. Library employees are authorized to bring to an individual's attention any act or omission which violates these rules and detracts from the decorum of the library. Such an individual will be asked to change the problem behavior to conform to the rules. If such change is not evident or forthcoming, that individual will be asked to leave the library property in accordance to Appendix A of the Patron Code of Conduct. Failure to leave, if asked, will result in the police being summoned. A violation of section 2911.21 of the Ohio Revised Code (Criminal Trespass) will be considered if the individual does not leave of his\her own accord.

Any misconduct that hinders the use of library materials or services, that disturbs the use of the library by other patrons or library staff, or endangers the safety of the patron in question or other patrons or library staff, is prohibited. The rules of conduct include but are not limited to:

1. Appropriate attire, including a fastened/closed shirt that is free of profanity must be worn.
2. Children under the age of nine must be accompanied by an adult. Responsibility for all children using the library rests with the parent/guardian or assigned chaperone, *not* with the library personnel.
3. Patrons must abide by the library's computer & Internet usage policy.
4. Patrons shall promptly leave the building at closing time or in an emergency.
5. Personal items are the sole responsibility of the owner. They should not be left unattended.
6. Behavior that interferes with library services and activities is prohibited. This includes, but is not limited to:
  - Unreasonable noise (including radios and ringing/musical tones played by cell phones) or loud talking which interferes with the rights of others

- Physical or verbal abuse of library patrons or staff
- Profanity or other abusive language toward other library patrons or toward employees
- Harassing others, either verbally or through actions. Deliberate repeated behavior that is intimidating, hostile, offensive, or adversely impacts staff work performance
- Fighting on library property
- Roughhousing or running in the building
- Misuse of library furnishings, restroom facilities, materials, or equipment
- Unauthorized removal or attempted removal of materials (liable to prosecution —see Ohio Revised Code 2935.041)
- Animals in the building, except service animals or those used in programs authorized by library staff
- Any illegal activity
- Gambling, panhandling, soliciting money, any activity for personal profit
- Trespassing, such as entering or remaining on premises after closing, or failing to leave property for violating the code of conduct
- Engaging in or soliciting a sexual act
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- Consuming food or beverages while using library technology
- Offensive odors including but not limited to body odor
- Bathing, shaving, or washing clothes on library premises
- Smoking, chewing tobacco, or using electronic cigarettes
- Other acts disruptive to patrons or staff

The library does not permit weapons of any kind, either concealed or in plain view, in its facilities pursuant Ohio Revised Code, Section 2923.126, unless the owner of the weapon is a law enforcement officer.

The library reserves the right to inform law enforcement if any patron appears to be under the influence of any controlled substance.

The library reserves the right to limit the number of individuals who may gather together where ingress and egress are blocked.

The above rules are based on powers granted to a public library Board of Trustees under the Ohio Revised Code, Section 3375.40(H). They will be posted prominently in the library building.

With everyone's cooperation with the above policy, the library will continue to be a pleasant environment for our patrons and visitors.

The Board of Trustees of the Pickerington Public Library reserves the right to change this policy without notice.

Administrative Procedure:

DATE APPROVED: 2/9/2017  
EFFECTIVE DATE: 2/9/2017  
REPLACING PROCEDURE EFFECTIVE: 9/14/2015

Patrons and visitors who fail to abide by the Library's policies are subject to having their library privileges suspended and/or being evicted from all premises of the Pickerington Public Library. Eviction or suspension of library privileges will be based upon the following administrative procedural guidelines.

Under normal circumstances, evictions and suspensions should be decided upon and imposed by the director, assistant director, or department managers. However, in the absence or unavailability of any of the foregoing and if circumstances require prompt action, all staff are authorized to evict a patron from the premises for the day of a code of conduct violation.

In the event a staff member issues an eviction under the prior sentence, the staff member is required to review the eviction with his or her supervisor or the director to determine whether the eviction should be extended beyond one day in accordance to Appendix A as outlined in the Code of Conduct policy.

Library staff members are to address behavior by individuals that violates Patron Regulations, Code of Conduct, or related Library policies and procedures in the following manner:

A. Warnings:

1. All staff members are required to inform patrons immediately when improper conduct is observed or reported. Patrons should be given a chance to respond to the allegation before any action is taken against the patron. If, after giving the patron a chance to respond, the staff member still believes that the patron has engaged in improper conduct, the staff member should warn the patron so the patron has the opportunity to correct their behavior.

Under certain circumstances, a patron determined to have engaged in improper conduct will not be given the opportunity to correct their behavior and will be asked to leave immediately. These situations include conduct which poses a threat to the safety of the staff and other patrons and/or involves criminal activity. See Appendix A of the Code of Conduct.

2. A patron who has been warned of improper behavior may also be asked to leave immediately after a warning and asked not to return until the improper conduct is corrected.

3. Patrons being accused of conduct that would normally result in eviction of a day or less will be verbally informed of the allegations against them and be given an opportunity to respond verbally.

4. Patrons being accused of conduct that would normally result in eviction for more than a day will be given written notice of the allegations against them and the opportunity to respond in writing to the allegation.

5. If the patron being accused is a minor, his/her parents/guardians should be informed of the allegation and be given the opportunity to respond, if possible.

6. At the discretion of the director or assistant director, a minor child can be informed not to return to the library until the child's parent or guardian contacts a manager, the director, or the assistant director.

7. Managers may issue evictions for up to 30 days. The director or assistant director is required to approve evictions for greater than 30 days.

8. The department manager or his/her designee may mail the eviction notice to the adult evictee, or if a minor child to their parent or guardian.

9. Patrons being accused of conduct that poses a risk to the safety of other patrons or staff may not be permitted on the premises while an initial determination of their case is made. In such cases, the Library will act as quickly as possible in ruling on the patron's case.

10. Patrons accused of other conduct may be asked to leave the premises for the remainder of the day but will be allowed back on the premises while an initial determination of their case is made.

11. For allegations that could result in evictions longer than one day, the director or assistant director will mail the patron a written notice of the decision within one business day of making the decision, if the patron's address is known. If the patron's address is unknown the director or assistant director will call to notify the patron of the decision, if the patron's phone number is known. The failure to mail or notify by phone the decision within one day will not make the eviction invalid.

12. Whenever possible, warnings and evictions issued to patrons should be witnessed by another staff member.

13. Staff members should attempt to identify the patron being warned and evicted by name. If additional information can be obtained, such as address, telephone number, and borrower card number, staff members should record this as well. At the discretion of the director or assistant director, if a patron being evicted fails to provide their name, they can be informed not to return to the library until they are willing to provide that information.

14. The patron's information as well as details about the warning and eviction, including date, time, and location of the situation, will be recorded on the incident report.

## B. Rights of Redress:

Any patron evicted from Library premises has the right to appeal that eviction.

The patron is not permitted on the Library premises during any appeal, unless the original term of the eviction has expired.

If the individual disagrees with the eviction, the following procedure for redress will be utilized:

1. The patron should contact the director or assistant director within 48 hours of receiving his/her eviction to initiate an appeal. The patron may do so via telephone, mail, or email. The patron should explain the reasons for the appeal and include any additional information that he/she wants considered during review.
2. Upon receiving notice from the patron that he/she would like to appeal the eviction, the director/assistant director shall consider the appeal and whatever additional information is submitted and advise the patron of his/her decision on the eviction terms within seven business days or a reasonable amount of time dependent on the situation and the amount of research needed. Notice of the decision may be made via telephone, mail, or email.
3. Upon receipt of the decision by the director/assistant director, the patron has the right to further appeal the eviction to Board of Trustees. The patron should notify the director within 48 hours of receiving his/her notice of decision regarding his/her eviction to initiate a board appeal. The patron may do so via telephone, mail, or email. The patron's appeal will be added as an agenda item on the next scheduled Board of Trustees Meetings. The patron has the right to attend the meeting to personally explain the reasons for the appeal and to include any additional information that he/she wants considered during review.
4. The Board's decision will be considered final. The library's failure to meet any of the deadlines set forth above shall not invalidate an eviction.
5. The director/assistant director will update the incident report involving the patron's eviction being appealed by adding a supplement stating the appeal decision.

The seriousness of the action and repeated misbehavior of a patron may indicate that a longer eviction than that which is indicated in Appendix A of the Patron Code of Conduct is appropriate. The director/assistant director is authorized to recommend an extended eviction to the Board for consideration. The Board will make the final decision on any eviction outside of the approved policy.

Todd Stanley entered the meeting at 7:34 p.m.



Resolution to adopt the updated version of the Unattended Children's Policy and Resolution to delete the Unattended Juveniles at Closing Time Policy

The current unattended children policy is vague in areas and did not outline transportation expectations. Additionally, after reviewing the unattended children policy and the unattended juvenile at closing policy, they seem to fall under the same purview. The updates to the policy include: Further outlining the expectation of parents and caregivers, updated the language outlining disruptive behavior and tied it to the library's code of conduct policy, outlined expectations on the parent's and caregiver's responsibility of transporting children during and after closing. Defined the term "unattended", created procedures for handling unattended children under the age of nine. Tony asked for approval of the Unattended Children Policy and deletion of Unattended Juveniles Policy. Cristie asked why the age of 9 was chosen. Tony said it was what was already set as the approved age. The Board discussed what age they felt was appropriate. Todd added that 9 years of age was young and he wouldn't want to encourage people to drop off children at that age. The age agreed upon was 12.

**4-5-17 Resolution to adopt the updated version of the Unattended Children Policy and Resolution with amended age from 9 to 12 and to delete the Unattended Juveniles at Closing Time Policy.**

Mike Jones made a motion to adopt the updated version of the Unattended Children Policy with the amended age from 9 to 12 and delete the Unattended Juveniles at Closing Time Policy. Mary Herron seconded.

Roll Call: Todd Stanley-yes; Mike Jones-yes; Robert Mapes-yes; Cheryl Ricketts-yes; Mary Herron-yes; Cristie Hammond-yes. Resolution passed.



**Pickerington Public Library  
Unattended Children**

Board Policy:

DATE REVIEWED: 4/13/2017  
DATE APPROVED: 4/13/2017  
EFFECTIVE DATE: 4/13/2017  
REPLACING POLICY EFFECTIVE: 9/13/2007

The Board of Trustees and staff of the Pickerington Public Library (PPL) are pleased that patrons of all ages are visiting us. It is important that we provide an environment that allows all patrons to enjoy the facility in a safe, relaxed manner. While we welcome library use of children 18 years of age and younger, children under age twelve (12) must be attended by a parent or an adult caregiver.

PPL wishes to provide a safe environment for visitors of all ages; however, library facilities are open to the public, which can present risks to children. Parents, caregivers and group leaders need to be aware that staff cannot be responsible for the safety and security of unattended children. Parents and caregivers must exercise their own judgment regarding whether to leave their children over the age of twelve (12) unattended in the library. In exercising this discretion, parents and caregivers should be aware that the library cannot monitor children who enter and leave the library, and that children who are disruptive may be asked to leave the library. Accordingly, parents and caregivers should only leave unattended children at the library if they are capable of coming and going by themselves.

Children who become disruptive, a security or safety issue, or endanger themselves or others anywhere on library property will be asked to correct their behavior. Should the behavior continue, the child will be asked to leave the library as indicated by the Patron Code of Conduct Policy.

Parents and caregivers are responsible for arranging transportation to and from the library for unattended children. Transportation for these children should arrive prior to the closing time. If a child's transportation has not arrived within 15 minutes after closing, PPL may call the police if the child expresses concern, if a PPL staff member believes there is reason for concern or if the child is under the age of twelve (12).

**Administrative Procedure:**

**DATE APPROVED: 4/13/2017**  
**EFFECTIVE DATE: 4/13/2017**  
**REPLACING PROCEDURE EFFECTIVE: New**

Any child who is left alone or unattended anywhere on library property can be a security and safety issue. "Unattended" can include the following examples:

- A child is out of view of the parent or caregiver and/or not actively engaged with the parent or caregiver;
- A child is alone at the library without appropriate supervision
- A child is dropped off at the library without appropriate supervision

#### A. Procedures for Handling Disruptive Behavior of Children

Any child can become disruptive, a security or safety issue or endanger him/her or others anywhere on library property. Staff must use PPL's "Eviction Procedure" in all cases of disruptive behavior.

1. Staff member who discovers the situation should warn the child that his/her behavior is unacceptable, and this is a verbal warning to stop the behavior (unless more severe discipline is immediately required according to Appendix A of the Library's Code of Conduct).
2. If the child is with a parent or caregiver, staff are expected to warn the child and the parent/caregiver that his/her behavior is unacceptable, and this is a verbal warning to stop the behavior (unless more severe discipline is immediately required according to Appendix A of the Library's Code of Conduct).
3. Staff member must explain what the appropriate behavior is.
4. If the disruptive behavior persists, staff should follow the steps outlined in the "Eviction Procedure."
5. In all cases of disruptive behavior, a staff member must file a Security Incident Report (including the parent or caregiver's name, address, telephone number and the child's

name), and alert all staff working in the public service area. Filling out a Security Incident Report is important for documenting repeat occurrences.

6. In the case of an eviction, a staff member should use their best judgment with regard to calling parents when sending a child off library property.
7. In the case of evicting a child younger than twelve (12) years old, the staff member should explain to the parent or caregiver that they are welcome back that day without the child if they wish to return.
8. If timely pick up is an issue, evicted children may be directed to wait in a specific area of the library until the parent arrives. When staff direct a child to leave library property, under no circumstances should the child be directed by library staff to wait in a specific location off library grounds.
9. Under no circumstances should staff use force or place hands on disruptive children.

#### B. Procedure for Handling Unattended Children Under the Age of Twelve

1. The staff member who discovers the situation will try to identify and contact the parent or caregiver by walking through the library or by paging the parent or caregiver. When the parent or caregiver is located, the staff member should explain PPL's policy on unattended children, stressing concern for the child's safety. When appropriate, the parent or caregiver will be given a copy of the Unattended Child Policy.
2. If the parent or caregiver is not located in the library, staff should try to contact the child's parent or caregiver by telephone. A staff member may need to stay with the child in a public area while this is being done.
3. When the parent or caregiver is reached, staff should insist that the child be picked up immediately, explaining PPL's policy. If the parent or caregiver refuses to pick up the child, the parent or caregiver will be informed that the police will be called. If the parent or caregiver still refuses to pick up the child, staff will call the police. After contacting the police staff must notify the Library Director or his/her designee, to report the police have been called.
4. If the child's parent or caregiver is not located within 30 minutes the staff member will call the police. After contacting the police staff must notify the Library Director or his/her designee, to report the police have been called. Staff should ask the dispatcher for an estimated response time. Staff may need to stay with the child in a public area until the police arrive.
5. Any time a child under the age of twelve (12) is left unattended; a staff member must file a Security Incident Report the same day (including the parent or caregiver's name, address, telephone number and the child's name) and alert all staff on duty. Filling out a Security Incident Report is important for documenting repeat occurrences.
6. Under no circumstances will staff take the child away from the Library or off of the public service floor.

#### C. Procedures for Handling Unattended Children at Closing

1. At 30 minutes before closing time, staff will announce that all children who need adult supervision to get home must secure a ride.
2. Staff may need to allow children to use the library phone to call home.
3. If the child has not been picked up by closing time, staff member in charge will follow these steps:
  - a. **At closing (5:00, 6:00 OR 8:00)**
    - i. Have the minor patron call their legal guardian/parent and ask to speak with them directly

- ii. When speaking with the parent, explain the following; library hours and staff's inability to remain after closing to supervise unattended children, expectation for a police referral after 15 minutes, expectation that the building alarms itself and staff and minor are waiting outside
        - b. **15 minutes after closing** – If a parent or caregiver cannot be reached or does not pick up the child call the police to inform them that an unattended minor was left at the library and the library is now closed. Ask them to come and pick up the child
        - c. **30 minutes after closing** – Call the parent or guardian again if they and the police haven't arrived
        - d. If child is picked up by the parent, make sure police are informed
4. The person in charge and one other staff member will remain in the building with the child until a parent or caregiver or police arrives.
5. The parent or caregiver will be given a copy of the PPL's Unattended Child policy.
6. In all cases of an unattended child at closing time, a staff member must file a Security Incident Report (including the parent or caregiver's name, address, telephone number and the child's name). Filling out a Security Incident Report is important for documenting repeat occurrences. If the staff member has to stay beyond their scheduled time to complete the report, they must notify their supervisor in order for their schedule to be adjusted accordingly.
7. Under no circumstances will staff take the child away from the library, be left alone with the child or allow for the child to sit in their vehicle. All parties must stay inside or in front of the library.

These procedures are not intended to cover every unattended child issue. Staff must use good judgment when dealing with a variety of issues. All staff are empowered to and expected to handle and enforce these procedures. If possible, it is recommended that a second staff member be present when handling any unattended child situations.

### Donation

Board Games from Peaceable Kingdom valued at \$31.98

### Grant Funding

As part of the grant tactic this year, a grant opportunity has been identified for the branch from the Fairfield County Foundation. The library is applying for a technology grant to help pay for the computers and a state of the art wireless screen sharing system at the branch. As a requirement of this grant, we need authorization from the Board to apply for the grant and the Board needs to agree that the library will complete the project if funded.

**4-5-17 Resolution to authorize a grant request for \$14,000 from the Fairfield County Foundation and agreeing that the library will complete the project if funded**

Bob Mapes made a motion to authorize a grant request for \$14,000 from the Fairfield County Foundation and agreeing that the library will complete the project if funded. Cheryl Ricketts seconded.

Mary Herron-yes; Mike Jones-yes; Cheryl Ricketts-yes; Cristie Hammond-yes; Todd Stanley-yes; Robert Mapes-yes. Resolution passed.

### PLF Distribution Discussion

At the February CLC Governing Council meeting we were notified that the Director of the Wagnalls Memorial Library foundation would be seeking a meeting to discuss changing the PLF distribution. The intent was to discuss their desire to receive more of the county's Public Library fund distribution. Throughout the rest of February and most of March, we did not hear from the Wagnalls Memorial Library on the topic. Initially, we shared with the board members that if Wagnalls Memorial Library and Fairfield County District Library were willing to sign the original agreement, and then would be willing to maintain the current agreement. At this time, using reported data following a couple of different formulas is being shared with the Board. Tony and Brenda asked the Board for their opinion on the preferred course of action for the upcoming PLF Distribution Agreement meeting. After discussion, that included history of the original agreement, it was decided to continue with a data driven approach regarding the PLF Distribution.

For the good of the order.

Next Board Meeting:

FAB Committee Meeting  
May 11, 2017 6:30 pm (Meeting Room B)  
Regular Board Meeting  
May 11, 2017 7:00 pm (Meeting Room A)

Cristie Hammond adjourned the meeting at 8:09 p.m.

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Cristie Hammond  
Library Board President

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Mary Herron  
Library Board Secretary