

Wichita Public Library Policy Manual

Customer Rights and Responsibilities

CUS-001	Customer Code of Conduct
CUS-001.1	Unattended Children
CUS-002	Reinstatement of Privileges
CUS-003	Right of Appeal
CUS-004	Lost and Found
CUS-005	Customers' Consent to Participate in Photograph
CUS-006	Filming and Photography Policy
CUS-007	Service to deaf, Deaf and Hard of Hearing Persons

Wichita Public Library Policy Manual

CUS-001 Customer Code of Conduct

The Wichita Public Library enforces a code of conduct in order to provide a safe and pleasant environment for its customers. This Code is applicable to all Public Library property.

Serious Offenses

No person shall engage in any conduct that violates federal/state statutes or local ordinances or that creates a safety threat to other people, including but not restricted to the following:

- Threatening, physically harming, or interfering with staff or customers
- Stealing Library materials
- Damaging, defacing or destroying library property, or disrupting Library services
- Unauthorized carrying of a weapon, explosive, or dangerous biological or chemical agent into the library
- Illegal use of controlled substances and possession of controlled substances, paraphernalia or simulated controlled substances
- Unauthorized consumption of alcoholic beverages on Library grounds
- Gross behavior in public such as urinating, defecating, exposing of genitals, etc.
- Engaging in disruptive or disorderly behavior
- Trespassing, refusing to leave the Library when ordered to do so by the Librarian-in-Charge or security officer
- Leaving a child age seven or under unattended in the library without the supervision of an adult
- Smoking or tobacco use in the library

When a customer is observed engaging in illegal conduct, the Police will be contacted. In addition to any court-imposed penalty the customer will be permanently banned.

Unacceptable Behavior

The following behavior by a member of the public is not allowed in Library facilities as it disrupts the smooth and proper functioning of the Library:

- Sleeping
- Remaining in the library after its regular closing time
- Playing audio equipment so that others can hear it
- Cell phone use during Library programs or in other areas as posted
- Eating in the library other than in designated areas
- Drinking non-alcoholic beverages from unapproved containers. Drinks with lids are required; spill-proof containers with twist-off or other secure lids are preferred. Drinking any beverage at public computer stations, in the Genealogy/Local History section, or other areas as posted is prohibited. Drinks pose a potential risk to computer equipment and to Library collections. Customers are required to be responsible when drinking beverages in the Library
- Bringing animals or vehicles into the library, except as required by persons with special needs
- Interfering with others' use of the Library through poor personal hygiene or excessive body odor/perfume/cologne
- Campaigning, petitioning, interviewing, canvassing, or surveying Library customers or staff.
- Failing to wear a shirt or shoes
- Misusing the restrooms (including use of the restrooms for changing clothes, graffiti, or bathing)
- Interfering with, obstructing or blocking free passage on library premises (This includes restricting passage with anything that creates obstacles or takes up seating or table space. To ensure safe and comfortable passage of Library customers, ALL personal items must fit readily under one Library chair. Items needed for library research and necessary human conveyances such as wheelchairs and strollers are exempt from this size limitation.)

Wichita Public Library Policy Manual

- Failing to keep personal belongings to oneself (The Library is not responsible for lost or stolen property. Library premises shall not be used for storage of personal belongings. Items left unattended are subject to removal and discard.)
- Any behavior or activity which disrupts use of the Library

Customers observed behaving in ways identified as unacceptable in this code of conduct will be instructed to cease the behavior or leave the library. Failure to observe these rules by refusing to change conduct when asked will result in loss of Library privileges, including the right to visit Library facilities and grounds. Banning will usually be done first for a single day, then for a week, then for a month. Permanent banning for unacceptable behavior must be authorized by the Director of Libraries or his/her designee and will be used when repeated attempts to correct unacceptable behavior have failed or serious offenses have occurred.

Related Forms

None

Date

9/29/2000, 12/17/2002, 11/16/2004; 1/17/2007; 8/19/2008

Wichita Public Library Policy Manual

CUS-001.1 Unattended Children

Every child's visit to the Library will be an enjoyable and safe experience. For the safety of the child, parents/legal guardians and caretakers should realize that Library personnel are not responsible for small children. Children under seven years of age may not be left unattended in the library. Older siblings under 12 years of age are not acceptable substitutes for legal guardians or caretakers.

If an unattended child under seven cannot locate his or her parent, legal guardian, or caretaker in the building within fifteen minutes of staff becoming aware of the problem, police will be called.

If an unattended minor under eighteen years of age remains in the Library fifteen minutes past closing, police may be called. Attempts may be made by staff to contact the minor's parent, legal guardian or caretaker prior to calling the police.

Date

11/16/2004; rev 12/18/2007

Wichita Public Library Policy Manual

CUS-002 Reinstatement of Library Privileges

Customers who have been permanently banned from the Library may request a re-evaluation of the banning and reinstatement of their library privileges.

Requests must be submitted in writing to the Director of Libraries and should include a statement demonstrating an understanding of why the behavior that resulted in the loss of privileges is unacceptable in Library facilities and an affirmation that the customer is aware of and understands the expectations for appropriate behavior within the Library.

Factors to be considered during the re-evaluation include the details of the incident that led to the banning, the length of time since the banning, the status of the customer's Library account, completion of any requirements imposed by the Court as a result of the incident that resulted in the banning and any other information from the customer that would attest to the fact that remediation of the behavior that led to the banning has been achieved.

The Director of Libraries will make decisions about reinstatement of privileges in all cases except those based upon threats or physical harm to another person or possession of a weapon within a Library facility. Decisions of the Director may be appealed to the Library Board.

Decisions to reinstate privileges of customers banned for possession of a weapon within a Library facility or because of threats or physical harm to another person will be made by the Library Board of Directors.

Related Forms

None

Date

11/16/2004

Wichita Public Library Policy Manual

CUS-003 Right of Appeal

The Wichita Public Library recognizes that there may be times when customers disagree with Library decisions, actions or policies. Customers may appeal actions of the Library in a variety of manners including, but not limited to, speaking with staff, use of "Tell Us What You Think" forms, e-mail, and letters.

Problems not resolved to a customer's satisfaction may be appealed first to the Director of Libraries, then to the Library Board of Directors and finally to the City Manager and City Council.

Related Forms

Customer feedback form (Tell Us What You Think)

Dates

7/21/1998, 11/16/2004

Wichita Public Library Policy Manual

CUS-004 Lost and Found

Items or money found within any Library facility will be treated with the assumption that the original owner will return to claim the lost item or the money. Efforts will be made at the time any item or money is found to identify the owner.

Items or money unclaimed and not identified as belonging to any person after 30 days may be claimed by the finder. The finder will have 15 days to claim the item or money. If an item is not claimed by anyone, it will be donated to an appropriate charity or discarded. If money is not claimed by anyone, it will be donated to the Friends of the Wichita Public Library.

Change found in and near copy machines will be kept in the section in which it was found until the end of the business day.

Related Form

Lost and Found Articles Claim Form

Dates

01/16/2001, 11/16/2004

Wichita Public Library Policy Manual

CUS-005 Customers' Consent to Participate in Photograph

In order to fulfill grant requirements or to publicize services of the Library, staff members or their designees may photograph or film Library activities. The images will not be published unless the customer (or parent/legal guardian, if the customer is a minor) gives his/her permission by signing a consent form. Customers may choose to give or not give consent; their choices will have no bearing on receiving services from the Wichita Public Library.

Related Form

Consent to Participate in Photograph

Date

5/17/2005

Wichita Public Library Policy Manual

CUS-006 Filming and Photography Policy

Filming and photography is allowed as described below only to the extent that it does not interfere with the delivery of library services and is consistent with the Library's mission. All parties involved in filming and photography are expected to follow the Customer Code of Conduct (CUS-001).

Persons filming or photographing on library premises have sole responsibility for gaining all necessary releases and permissions from persons who are filmed or photographed. The Library undertakes no responsibility for obtaining these releases.

Failure to obtain releases and permissions from persons being filmed or photographed will be deemed unacceptable behavior for purposes of enforcing the Library's Customer Code of Conduct.

Library staff may terminate any photo session that violates Library policies or appears to compromise public safety or security.

News Media Photography

The Library has an open door policy for news media photographers and reporters who are doing stories or projects that directly involve the Library and its programs, resources and services. Advance authorization for such coverage must be obtained from the Library's Special Projects Librarian, Director of Libraries or Librarian-In-Charge.

The Library does not grant permission for news media to use its facilities for stories or projects that do not relate to the Library itself; however, research photography of the Library's materials and resources are permitted within certain limitations (see "Research Photography" section below). It disallows using Library facilities as interview venues for unrelated stories and disallows access to library customers for opinion polls or interviews within its facilities.

Documentary-Type Photography for Publication or Broadcast

The Library permits photography of its premises and activities when the use of the photographs involves the Library directly, i.e. books, articles, or videos about the Library itself, the Library's position in the city of Wichita as a tourist or learning destination, or as part of a piece used to describe Wichita. Authorization must be obtained in advance from the Library's Special Projects Librarian, Director of Libraries or Librarian-In-Charge.

Research Photography

The Library permits research photography of its materials and resources within certain limitations. Researchers and journalists are responsible for obtaining their own permissions when photographing copyrighted material in the library. Because of complex copyright issues, permission to reproduce some materials from the Genealogy and Local History Section may be denied or involve a fee (see REF-005, REF-005.1, and REF-005.2). Advance authorization may be required for some materials.

Wichita Public Library Policy Manual

Amateur Photography

Casual amateur photography and videotaping is permitted in lobby, study and program areas of library facilities for customers and visitors wanting a remembrance of their visit. The use of additional equipment such as lighting is not permitted. Amateur photographers have explicit responsibility for gaining all necessary releases and permissions from persons who are filmed or photographed.

Commercial Photography or Major Projects

The Library will permit use of its facilities for commercial photography or filming entertainment and educational projects where a library setting is called for, if the project does not interfere with the mission of the Wichita Public Library and is in accordance with the rest of this policy. Projects must be approved in advance. In order to avoid disruption of service to library customers, such use may take place only when the library is closed. Fees will be charged to offset costs incurred by the Library to provide access to the facility.

BASE FEE RATES	
Access between 7:00 a.m. and 9:30 a.m., Monday – Friday, with no onsite technical assistance	\$100 per hour
Access between 7:00 a.m. and 9:30 a.m., Monday – Friday, with onsite technical assistance available	\$150 per hour
Access between 9:00 p.m. and midnight, Monday – Thursday, with no onsite technical assistance	\$350 per hour
Access between 9:00 p.m. and midnight, Monday – Thursday, with onsite technical assistance available	\$500 per hour
Access between 6:00 p.m. and midnight, Friday – Saturday, with no onsite technical assistance	\$350 per hour
Access between 6:00 p.m. and midnight, Friday – Saturday, with onsite technical assistance available	\$500 per hour
Access other hours with no onsite technical assistance	\$500 per hour
Access other hours with onsite technical assistance	\$750 per hour

Photography for Groups and Non-Library Events in Meeting Rooms

Groups renting Library facilities may arrange for photographers and news media during their event. Filming and photography for such events is restricted to the space reserved by the group and may not take place in other areas of the Library.

Date

6/19/2007

CUS-007 Service to deaf, Deaf and Hard of Hearing Persons

It is the policy of the Wichita Public Library to ensure that a consistently high level of service is provided to all community members, including those who are deaf, Deaf or hard of hearing. The Library has specific legal obligations under the Americans with Disabilities Act and the Rehabilitation Act to communicate effectively with people who are deaf, Deaf or hard of hearing. To carry out these policies and legal obligations, the Library instructs its employees and volunteers as follows:

- People who are deaf, Deaf or hard of hearing are entitled to a level of service equivalent to that provided to other persons.
- The Library will make every effort to ensure that its employees and volunteers communicate effectively with people who are deaf, Deaf or hard of hearing.
- Effective communication with a person who is deaf, Deaf or hard of hearing involved in an incident – whether as a victim, witness, or suspect– is essential in ascertaining what actually occurred, the urgency of the matter, and type of situation.
- The type of aid required for effective communication will depend on the individual’s usual method of communication, and the nature, importance, and duration of the communication at issue.

Definitions

According to the National Association for the Deaf, how people “label” themselves in terms of their hearing loss is personal and may reflect identification with the Deaf community or merely how their hearing loss affects their ability to communicate. A person can either be deaf, Deaf, or hard of hearing.

- Auxiliary aids and services:* This phrase refers to various types of aids used to communicate with people who are deaf, Deaf or hard of hearing. These include use of gestures or visual aids to supplement oral communication; use of a notepad and pen or pencil to exchange written notes; use of an assistive listening system or device to amplify sound for persons who are hard of hearing; use of a teletypewriter (TTY) or use of a qualified oral or sign language interpreter.
- deaf:* The term “deaf” (lowercase) refers to those who are unable to hear well enough to rely on their hearing as the primary means of receiving and processing oral communication. These individuals may not rely upon a single mode of communication, and may enlist several different modes for communication, such as a sign language system (American Sign Language, Pidgin Signed language, Signed Exact English, etc.), communicating verbally while wearing hearing aids, as well as using written English. Often, these people have experienced their hearing loss later in life, and are referred to as “late deafened adults.” Their deafness, though unique, does not necessarily bring with it an identity, common language (such as ASL), or culture.
- Deaf:* The term “Deaf” (uppercase) refers to a particular group of deaf people who share a common language--American Sign Language (ASL)--and a culture. This culture includes a set of beliefs about themselves and their connection to the larger society.
- hard of hearing:* The term “hard of hearing” refers to those who have some hearing, are able to use it for communication purposes, and who feel reasonably comfortable doing so. “Hard of hearing” can denote a person with mild-to-moderate hearing loss and/or denote a deaf person who does not want cultural affiliation with the Deaf community.

Employees and volunteers may make the first attempt in writing to determine the primary mode of communication with a deaf, Deaf, or hard of hearing person. Many deaf senior citizens do not know sign language, so the primary mode of communication may be in writing. Many Deaf citizens may know sign language but may have poor writing and reading skills, so writing may not always be a good communication mode. A few hard of hearing people may prefer sign language as their primary mode of communication.

Routine Contacts

In many circumstances, oral communication supplemented by gestures and visual aids or an exchange of written notes will be an effective means of communicating with people who are deaf, Deaf or hard of hearing. In other circumstances, a qualified sign language interpreter may be needed to communicate effectively with persons who are deaf, Deaf or hard of hearing. The more lengthy, complex, and important the communication, the more likely it is that a qualified interpreter will be required for effective communication.

To serve each individual effectively, primary consideration should be given to providing the type of communication aid or service requested by the individual. Employees and volunteers should find out from the person who is deaf, Deaf or hard of hearing what type of auxiliary aid or service he or she needs. Employees and volunteers should defer to those expressed choices, unless:

- There is another equally effective way of communicating, given the circumstances, length, complexity, and importance of the communication, as well as the communication skills of the person who is deaf or hard of hearing.

Employees and volunteers whose sign language skill level is not sufficient for communicating with a deaf, Deaf, or hard of hearing person should first attempt to communicate in writing.

Employees and volunteers should not ask a family member or friend to interpret, unless the deaf, Deaf, or hard of hearing person initiates the request.

The input of people who are deaf, Deaf or hard of hearing who are involved in incidents is just as important as the input of others. Staff members must not draw conclusions about incidents unless they fully understand – and are understood by – all those involved, including people who are deaf, Deaf or hard of hearing.

- A. If the deaf, Deaf, or hard of hearing person needs an interpreter to communicate clearly, the employee or volunteer should request a qualified interpreter.
- B. People who are deaf, Deaf or hard of hearing will not be charged for the cost of an auxiliary aid or service needed for effective communication.

If the person makes a request for a family member or friend to interpret, caution should be taken to ensure that the information is being provided directly and accurately to and from the deaf, Deaf, or hard of hearing person. If the family member or friend has a conflict of interest in the situation, he/she may intentionally interpret information inaccurately. In such instances the employee or volunteer should request a qualified interpreter.

Definition/Use of a Qualified Interpreter

Under the Americans with Disabilities Act (ADA), a qualified interpreter is defined as “an interpreter who is able to interpret effectively, accurately, and impartially both receptively and expressively, using any necessary specialized vocabulary.”

Regardless of the circumstances described in the previous sections, employees and volunteers should never hesitate to request a qualified interpreter if one is needed to facilitate effective communication.

A list of qualified interpreters will be maintained by the Human Resources Department. Qualified interpreters are:

- A. City of Wichita employees on the City of Wichita’s official bilingual pay list.
- B. Non-employee interpreters who have been screened by the Human Resources Department for quality and skill, reliability, cost, and availability, and certified by that department as qualified interpreters.

Requests for a qualified interpreter must be approved by the Director of Libraries, Support Services Manager or the Librarian-in-Charge.

- A. The supervisor approving the request will first contact an interpreter who is a City of Wichita employee and is on the City of Wichita’s bilingual pay list. Qualified members of the Library staff should be used whenever possible. If no such employee is available, a qualified interpreter from the Human Resource Department’s list of contractors shall be contacted.
- B. The expense of providing a qualified interpreter will be paid by the Library, assuming that the request was made and approved through the process outlined above.
- C. When a non-employee interpreter is utilized from the Human Resources Department list, the employee or volunteer involved in the transaction must submit an e-mail detailing the reason for service, name of the interpreter, location, and arrival and departure times of the interpreter and the supervisor who approved the service. The e-mail should be directed to the Support Services Manager with a copy to the Director of Libraries.
- D. If none of the means set forth above are available when requested, it will be sufficient that a staff member made a good faith/practical effort to obtain a qualified interpreter, following the guidelines set forth in this policy. Such efforts should also be properly documented and sent to the Support Services and Customer Service Managers. A time should be scheduled for communication when a qualified interpreter is available.

Employees and volunteers must review and have a working knowledge of this policy.

Date

3/17/2009