



Denton
PUBLIC LIBRARY

Rules of Conduct and Incident Management

A Welcoming and Safe Place for All

Library operating policies clarify behavior expectations

- Rules of Conduct
- Community Use of the Forge and Legacy Lab
- Filming and Photography
- Food and Drink
- Library Programs
- Meeting Room
- Study Room
- Teen Room
- Unattended Children

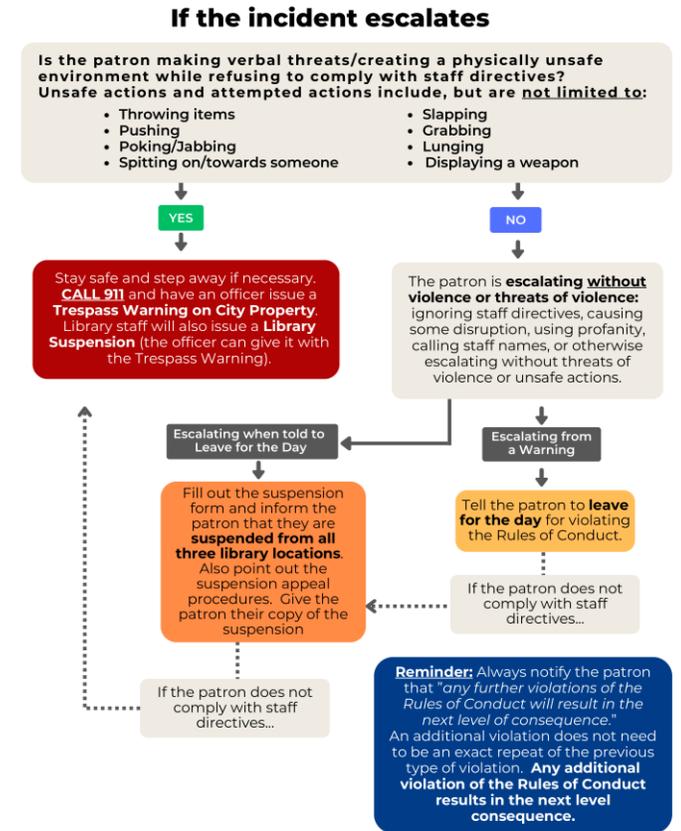
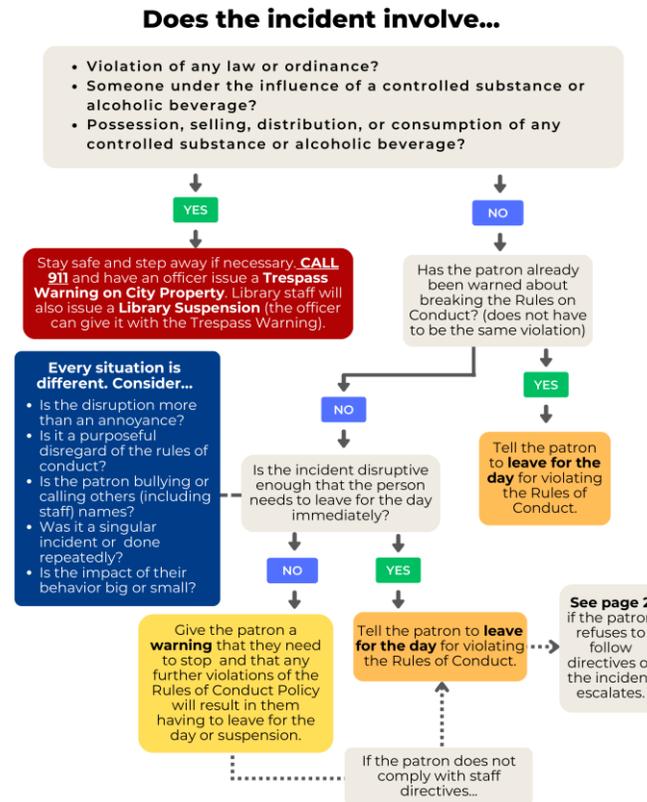
Public service policies are available on the library website:
https://library.cityofdenton.com/screens/dpl_policies.html

Rules of Conduct Operating Policy

- Defines conduct violations
- Describes processes addressing conduct violations
 - Warnings
 - Suspensions
 - Criminal Trespass Warnings
 - Adjusted suspension periods for teens or egregious offenses
- Provides the procedure for Library Suspension Appeals

Fair and Consistent Application

- Every individual is different
 - Age
 - Ability
- Every situation is different
 - First-time vs. repeated
 - Time of day
 - Activities in the library
 - Weather



Address Conduct with Empathy

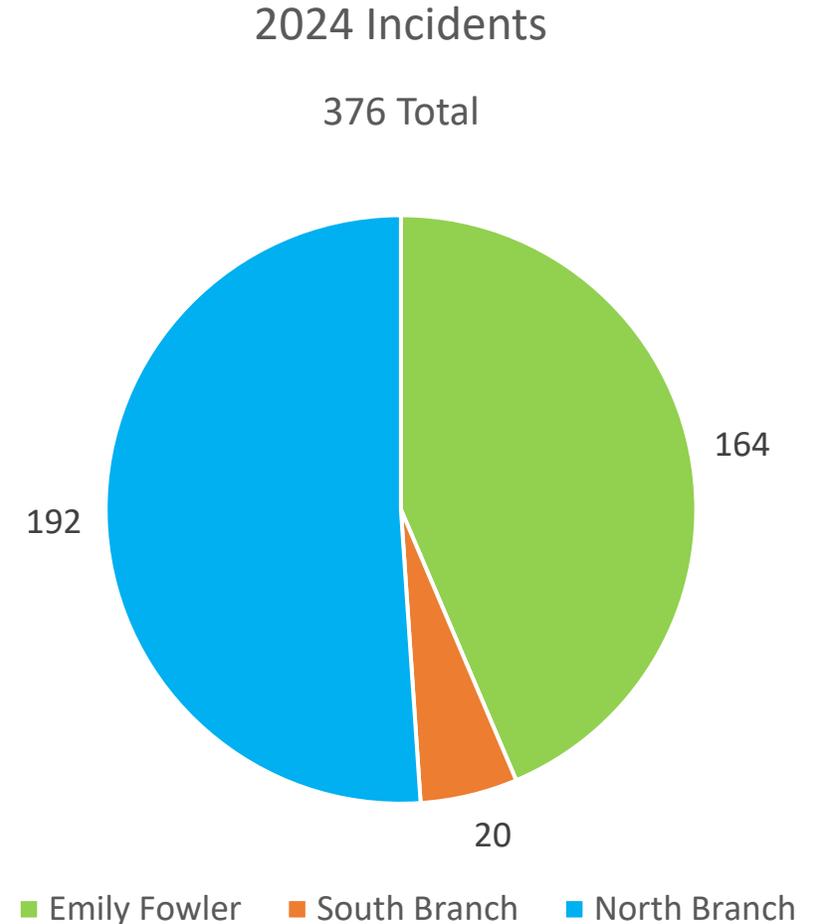
- Assess safety
- Safely move away from crowded areas while staying within view of other staff & cameras
- Speak calmly
- Clearly explain behavior expectations and future consequences
- Look for win-win solutions
- Consistently apply policy
- Document incidents



- ❖ Trauma & the 5 most important seconds of conflict
- ❖ Verbal and nonverbal tools to eliminate conflict
- ❖ Preventing conflict
- ❖ Managing your own emotions during conflict
- ❖ How coworkers should provide backup during conflict
- ❖ How to safely ask someone to leave
- ❖ How to handle problematic behavior

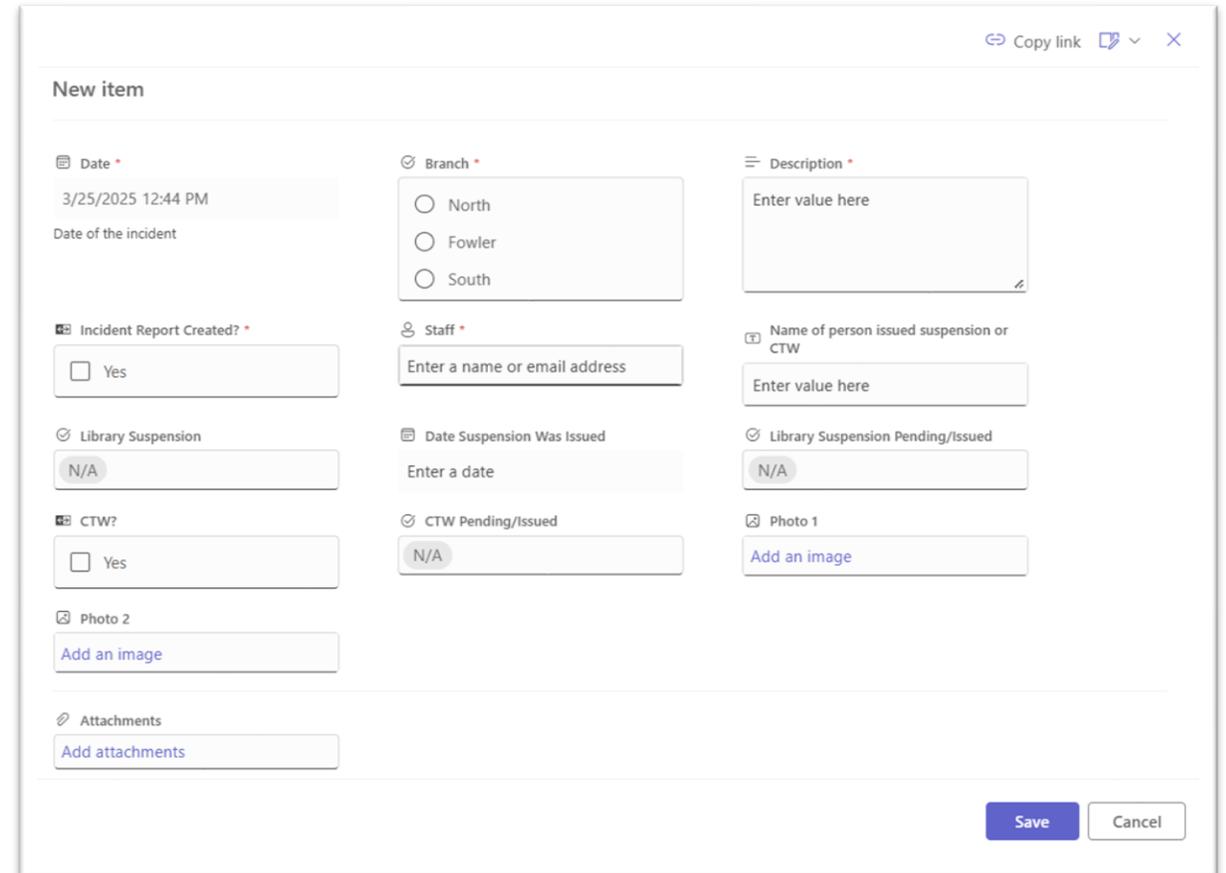
Documenting Incidents

- Accidents
- Medical emergencies
- Observations of unusual behavior
- First staff engagement
- Warnings
- Suspensions
- Criminal Trespass Warnings



Documenting Incidents

- All incidents are tracked in an incident log
- An Incident Report document is also created if the incident:
 - Involved emergency services (Fire, Police, Ambulance)
 - Results in a Library Suspension
 - Results in a Criminal Trespass Warning



The screenshot shows a 'New item' form with the following fields and options:

- Date:** 3/25/2025 12:44 PM (Date of the incident)
- Branch:** Radio buttons for North, Fowler, and South.
- Description:** Text input field with placeholder 'Enter value here'.
- Incident Report Created?:** Check box for Yes.
- Staff:** Text input field with placeholder 'Enter a name or email address'.
- Name of person issued suspension or CTW:** Text input field with placeholder 'Enter value here'.
- Library Suspension:** Text input field with 'N/A'.
- Date Suspension Was Issued:** Text input field with placeholder 'Enter a date'.
- Library Suspension Pending/Issued:** Text input field with 'N/A'.
- CTW?:** Check box for Yes.
- CTW Pending/Issued:** Text input field with 'N/A'.
- Photo 1:** Button labeled 'Add an image'.
- Photo 2:** Button labeled 'Add an image'.
- Attachments:** Button labeled 'Add attachments'.

Buttons for 'Save' and 'Cancel' are located at the bottom right.

Library Suspension

- Loss of library privileges
 - Adults-1 year
 - Teens-3 months, 6 months, or 1 year
 - Egregious offenses-2 years
- Not allowed on library property
- Active from the time of the incident
- Violation results in Criminal Trespass Warning
- Appeal may be made to the Library Suspension Review Committee (Library Board)

Criminal Trespass Warning

- Loss of library privileges
 - 6 months
 - 1 year if violating law or ordinance
- Not allowed on library property
- Active from the time of the issuance
- Violation results in arrest
- Governed by *City of Denton Policy 500.08 Trespass Warning on City Property*
- Appeal may be made to the Municipal Judge's Office

Questions?