

Vulnerable Patron Policy

Purpose

The Lone Cone Library strives to provide a comfortable, safe and welcoming environment for patrons of all ages. The library is a public building, with staff trained to provide public library services, including programs and resources offered to make the library enticing to patrons and to help develop a love of reading, offer access to educational resources, and developmentally appropriate programming.

Appropriate library behavior (as outlined in the Patron Code of Conduct) is expected of all library patrons, regardless of age. It is important for everyone to have the appropriate supervision and support to enjoy the library, particularly in regard to the safety of children, as well as vulnerable adults. The [W SafeChildPolicy.docx](#) clarifies additional ways that safety is maintained in regard to use of the library.

Disruptive behavior (as outlined in the Patron Code of Conduct) is grounds for being asked to leave the library at the discretion of the library staff. Regardless of age, behavior is considered disruptive when it disturbs the normal use of the library by other patrons, interferes with the staff in the performance of their duties, or endangers the well-being of anyone, including oneself.

The library welcomes patrons of all ages and encourages them to utilize its programs, services, and resources. The library is committed to providing reasonable accommodations consistent with the Americans with Disabilities Act while maintaining a safe environment for all patrons.

Definitions

An unattended child is defined as:

- A child who is under eight (8) years old and not accompanied by a parent, legal guardian, custodian or caregiver who is at least sixteen (16) years old or older;
- A child between the ages of eight (8) and fifteen (15) who is using the library independently, but is not picked up by closing time and needs assistance procuring transportation;
- A child under the age of eighteen (18) who appears to need staff help beyond assistance with normal library service, and is not accompanied by a parent, legal guardian, custodian or caregiver who is at least sixteen (16) years old or older.

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Approved by: Lone Cone Library Board of Trustees

A vulnerable adult is defined as:

- An adult who is unable to reasonably care or protect for himself/herself in an emergency situation. This includes adults who are mentally or physically challenged and who need staff help beyond assistance with normal library services and are not under the direct supervision of a parent, legal guardian or caregiver.
- An adult not picked up by closing time who is in need of assistance in procuring transportation.

Children

Children of all ages are encouraged to attend age-appropriate library programs, browse for recreational reading, and use the library facility for studying and recreational reading. Parents and guardians are asked to work with library staff to assure that the library experience is safe and positive for children and all library users by adhering to the principles and guidelines outlined in this policy.

- The Lone Cone Library is a public facility, not a school facility. Library staff, unlike teachers and school employees, are not authorized or mandated to act “in loco parentis” (in place of the parent.) Children using the library are not supervised or attended to as they would be in a school setting. The library is not an appropriate place for children to stay unattended for extended periods of time, including after school while waiting for a caregiver to pick them up. See the chart entitled “Levels of Supervision Required” for guidelines for specific ages.
- Library staff cannot monitor who comes and goes from the library building. If a parent or caregiver does not want their child to leave the library unattended, or with another person, that child should not be left in the library alone. Additionally, library staff can not restrict any member of the public, in good standing with the library, from entering the premises.
- If a child is too young to be left at home alone for an extended period of time, that child is too young to be left in the library unattended. Library staff cannot assume responsibility for children’s safety and comfort when they are unattended.
- The library is not equipped—nor is it the library’s role—to provide long-or short-term childcare. The responsibility for the care, safety, and behavior of children lies with their parents or caregivers, both within the library building and on library grounds.
- Children, or persons of any age, should not play, run or otherwise act in an unsafe manner in the library’s parking lot area. As with all behavior, inappropriate use of the parking lot area and the library grounds is the responsibility of parents/caregivers.

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- Staff does not monitor the arrival or departure of any child from a program or the building and cannot report on their whereabouts.
- For the safety and privacy of patrons, the Lone Cone Library will not disclose over the phone that a particular person is in the library, nor will staff seek out a particular patron at the request of a caller-this includes unattended children. Exceptions may be made at the discretion of library staff in the case of an emergency. However, parents of minors should make arrangements with their minor child in advance of their library visit on how to stay in communication with them. A free public telephone is available in the lobby for general use.
- All minors must also have the phone number of a parent/caregiver who may be contacted in an emergency. The Library Director/Co-Director will send a follow-up letter to the parent(s) documenting any incident where a child is left alone, not picked up on time or where the child created a problem and library staff could not reach a parent or guardian.
- Library staff may not transport children to any location, even by request of the parent/caregiver.

Level of Supervision Required

Unattended Children

- Under 6: Must be directly supervised by a parent or responsible caregiver age 16 and over at all times while in the library.
- 6-8: May enjoy the children's room while parents or caregivers briefly visit other areas of the library, but the parent or caregiver must remain in the library. Parents or caregivers are expected to be present with their child(ren) during library programs, unless otherwise stated in the program description.
- 9-15: May be left unattended, providing they understand and follow library rules and observe proper conduct. Children are subject to the same rules of behavior as other patrons and the same consequences, including being asked to leave the building and/or premises.

Vulnerable Adults

- Vulnerable adults who can understand and follow the Patron Code of Conduct and who can care for themselves are welcomed to be in the library unattended. They should have contact information for someone who can assist them in an emergency.
- Adults 18 years of age or older who are functionally, mentally, or physically unable to reasonably care for themselves in an emergency situation should not be left alone or unattended in the library, including at library programs.

- Any adult who is unable to provide for their own personal care needs and/or manage their own behavior without caregiver assistance should not be left in the library without a responsible caregiver.
- Any adult who needs help from staff beyond assistance with normal library services should not be left in the library without a responsible caregiver.
- Any time vulnerable adults are left unattended in the library, staff will attempt to discuss this policy with the caregiver.
- Staff cannot prevent a vulnerable patron from leaving the building/grounds or assume responsibility for monitoring their behavior.
- Library staff are not trained to provide care for vulnerable adults and a responsible adult, legal guardian, or caregiver should accompany vulnerable adults while they are using the Library. This responsible adult, legal guardian or caregiver is responsible for the safety, managing the behavior, and monitoring the activities of the vulnerable adult in their care.
- Library staff may not transport vulnerable adults to any location, even by request of the caregiver.

General Emergencies

- During library hours, staff may exercise reasonable discretion when they believe that the safety of an unattended child or vulnerable adult is in doubt. Library staff will attempt to contact the caregiver before calling 911.
- In the case of an immediate safety concern, staff will contact 911 immediately and then attempt to contact the caregiver.

Procedures Regarding Vulnerable Patrons

Children 6-8: The child will be approached by staff to determine if a caregiver is present in the building. If not, the caregiver will be notified by supervisory staff by phone and the policy will be explained. If the caregiver cannot be reached, the police will be called.

If the child is left at the library unattended a second time, the Director will be notified and will bring the situation to the attention of the police.

If a child 0 – 8 years old is left unattended and the responsible caregiver cannot be located within a 15 minute search by library staff or contacted by phone, the police will be called by a supervisory staff member.

Children 9-18: Unattended children will be asked 15 minutes before closing if they have a ride. If the child does not have a ride and cannot walk home alone safely, library staff will call the police; 2 staff members will stay with the child until their arrival.

Vulnerable Adults: In the event that a staff member has concern for the safety of a vulnerable adult who does not appear to have someone to assist them or has concern for the safety, security, and wellbeing of the general public or library property because of actions by or behavior of a vulnerable adult, the following actions will be taken: staff will attempt to locate a caregiver to advise them of the policy and level of supervision and support required; supervisory staff will be notified and will provide any further follow up, presenting a copy of the written policy. If no such person is available or if the situation warrants immediate action, the police department will be called to assist; 2 staff members will stay with the person until their arrival.

At Closing

- Library employees will notify the library manager on duty of any unattended child or vulnerable adult still present in the library 10 minutes prior to closing.
- Staff will help contact a parent, guardian, or caregiver for a ride. Under no circumstances will a staff member provide transportation to any vulnerable patron.
- If an unattended child under 16 without means of transportation or a vulnerable person of any age has not successfully contacted a parent, guardian, or caregiver at closing or that caregiver has not arrived by closing, staff will contact the police at the non-emergency number.

Follow-Up

After normal procedures have been followed, especially if repeated incidents occur or an incident report is filed, a letter will be sent by the Library Director directly to caregivers stressing the library's concern for the safety of unattended children or vulnerable adults and the importance of developing alternative care options. Similarly, a letter will be sent to managing programs or group homes if there are concerns about the safety of vulnerable adults. Repeated violations of the policy will result in further action (please see the **Patron Code of Conduct**.)