

# AUSTIN PUBLIC LIBRARY

**Youth Policy Task Force**

August 15, 2019



**A Team Approach**

**Training**

**Library Policy & Procedures**



A photograph of a woman and a young child in a library. The woman, with long brown hair and wearing a pink top, is holding the child's hand. The child, with blonde hair and wearing a light blue shirt, is reaching up to a red shelf filled with books. The background shows more bookshelves filled with books. The text "A Team Approach" is overlaid in the center in a large, bold, blue font.

# A Team Approach

- Positive youth engagement team
- Partnerships
- Paid Internships
- Youth council
- Library commission






# Training

- Mandatory training
- Optional training



An aerial, high-angle photograph of a modern library atrium. The space is characterized by a large, multi-level staircase with wooden steps and glass railings. Several circular seating areas are visible, some with red and orange armchairs, and others with white tables and chairs. People are seen walking, sitting, and interacting throughout the space. The architecture features large concrete pillars and glass railings on the upper levels. The overall atmosphere is bright and open.

# Library Policy & Procedures

# Policy & Procedures

Policy	Procedure
For the customer	For staff
Statements of what (rule)	Statements of how (process)
Change infrequently	Continuous improvement



- Positive behavior expectations
- Policy recommendations

**City of Austin  
Library Department**

**Library Use Rules**

**1. Purpose.** The Austin Public Library is supported by the taxes of the people of Austin who expect each of our facilities to be clean, comfortable, and safe. The library is intended for reading, studying, writing and listening to written or electronically transmitted materials, and attending library or community sponsored programs and meetings. To this end, the library has established these rules to protect the rights and safety of library customers, staff and volunteers, and to help preserve and protect the library's materials, equipment, facilities, and grounds.

**2. Definitions.**

(A) Except as provided, words and phrases in these rules mean what the words and phrases mean in the City Code.

(B) In these rules:

(1) "customer" means a person, other than an on-duty member of the library staff, who is present in the library, using the library, or borrowing library materials;

(2) "director" means the director of the Library Department or the director's designee;

(3) "library" means any building or facility of the Austin Public Library, including the entrance ways and adjacent lawns, landscaping, and parking areas.

(4) "staff member" means a City employee, contractor, or volunteer working in the library, and includes security personnel;

(5) "user" means a customer using a workstation; and

(6) "workstation" means a public-access computer and the adjacent space.

**3. Not a Public Forum.** Except for the limited purpose of accessing information, the

**4. General Expectations.**

(A) A ~~staff member~~ supervisor or lead may ~~not~~ modify or waive the policies stated in these rules.



- 1 (B) A customer must abide by the standards of behavior set forth in these rules. These  
2 rules identify prohibited behavior for library customers, with consideration of the  
3 situation and age-appropriateness.
- 4 (C) A staff member must report criminal activity that occurs in the library to an  
5 appropriate law enforcement officer.
- 6 **5. Children.**
- 7 (A) A child under the age of 10 may not remain in the library unless accompanied by a  
8 responsible person who is at least 17 years of age. A person accompanying a child  
9 is responsible for the child and the child's behavior. Unless so accompanied, a  
10 child under the age of ten may not enter, remain in, or be left unsupervised in the  
11 library.

(B) If a library staff member determines that a child may not be safely turned away from the library or that the child is stranded, the staff member ~~shall~~ may refer the child to the Austin Police Department.

- 18 (B) This does not apply to an animal used by the library for a special event.
- 19 **7. Food and beverages.**
- 20 (A) A customer may not consume food or a beverage in the library.
- 21 (B) This does not apply to food and beverages that have been purchased in the library  
22 and that are consumed in a designated area.
- 23 (1) If, due to a disability, a customer must consume special food, the library will  
24 provide a reasonable accommodation for that customer to consume that food in  
25 the designated area.
- 26 (C) This does not apply to water in a clear, capped bottle that is consumed away from a  
27 workstation.
- 28 (D) This does not apply to food brought by an adult supervising a child younger than  
29 seven years of age, and consumed by the child in a designated area.
- 30 (E) This does not apply to breast feeding or bottle-feeding an infant.
- 31 **8. Attire and Hygiene.**

2	stop the behavior. If the customer fails to stop the unacceptable behavior, the staff
3	member must ask the customer to leave the library.
4	(B) If a staff member determines that a violation of this policy is so serious that the
5	customer remaining in the library creates a danger to library property, the library
6	staff, or to other customers, or interferes with the use and enjoyment of the library
7	by other customers, the staff member may ask the customer to leave without an
8	initial oral warning.
9	(C) If a customer refuses a request to leave the library, the staff member should seek
10	the assistance of library security or law enforcement personnel.
11	<b>15. Denial of Physical Access to the Library.</b>
12	(A) This rule is cumulative of the "Rules for Public Use of City Properties" adopted by

(B) The director ~~shall~~may deny a customer physical access to the library as provided in this section if the customer is asked to leave the library for:

17	properties, for which the person was asked to leave the library three times in a
18	six month period;
19	(2) any single violation of Section 13(B) that involves physical injury to a person,
20	theft of or damage to City property or to the personal property of another
21	person, or a breach of the peace; or
22	(3) any single violation of Section 13(C).
23	(C) The director must give a customer who is denied physical access to the library
24	written notice and an opportunity for a hearing as provided in the "Rules for Public

(1) Up to one year, beginning on the effective date of the denial; or

(2) in the case of a customer who has had a previous denial of physical access under this rule that was not rescinded, the denial of physical access ~~is~~may be permanent.

32	(3) A customer who is denied physical access to the library may continue to access
33	library information and programs in ways that do not require physical access,





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[library.austintexas.gov](http://library.austintexas.gov)