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# UC Berkeley Library

# Public Services Security Guidelines

**March 23, 2016**

**Library Safety & Security Committee**

**Table of Contents**

[UC BERKELEY LIBRARY CODE OF CONDUCT 4](#_Toc446332641)

[RULES OF CONDUCT IN CAMPUS BUILDINGS 5](#_Toc446332642)

[MANAGING THE PROBLEM PATRON 6](#_Toc446332644)

[STAFF GUIDELINES FOR RESPONDING TO COMPLAINTS 6](#_Toc446332645)

[DISRUPTIVE BEHAVIOR: GENERAL 8](#_Toc446332646)

[STAFF PROCEDURES 8](#_Toc446332647)

[DISRUPTIVE BEHAVIOR: LOITERING 8](#_Toc446332648)

[ASCERTAINING RIGHT TO BE IN THE LIBRARY AFTER HOURS 9](#_Toc446332649)

[DISRUPTIVE BEHAVIOR: COMPUTERS/PORNOGRAPHY 9](#_Toc446332650)

[DISRUPTIVE BEHAVIOR: PANHANDLING/SOLICITING 10](#_Toc446332651)

[DISRUPTIVE BEHAVIOR: SLEEPING 11](#_Toc446332652)

[DISRUPTIVE BEHAVIOR: TALKING/SOCIALIZING/CELL PHONES 11](#_Toc446332653)

[DISRUPTIVE BEHAVIOR: IRATE/ABUSIVE 12](#_Toc446332654)

[DISRUPTIVE BEHAVIOR: TELEPHONE HARASSMENT 12](#_Toc446332655)

[DISRUPTIVE BEHAVIOR: VERBAL ALTERCATION BETWEEN PATRONS 13](#_Toc446332656)

[DISRUPTIVE BEHAVIOR: PHYSICAL ALTERCATIONS 13](#_Toc446332657)

[DISRUPTIVE BEHAVIOR: DEMONSTRATIONS/PRANKS 14](#_Toc446332658)

[DISRUPTIVE BEHAVIOR: UNWANTED ATTENTION/INAPPROPRIATE SOCIAL INQUIRIES 14](#_Toc446332659)

[DISRUPTIVE BEHAVIOR: CONSENSUAL SEXUAL ACTIVITY 15](#_Toc446332660)

[DISRUPTIVE BEHAVIOR: WHEELED VEHICLES 15](#_Toc446332661)

[ABERRANT BEHAVIOR: GENERAL 16](#_Toc446332662)

[ABERRANT BEHAVIOR: EMOTIONALLY DISTURBED PERSONS 16](#_Toc446332663)

[ABERRANT BEHAVIOR: LONELY/POSSESSIVE/HELPLESS PERSONS 17](#_Toc446332664)

[ABERRANT BEHAVIOR: PERSONS SUSPECTED OF BEING UNDER THE INFLUENCE OF ALCOHOL AND/OR DRUGS. 18](#_Toc446332665)

[CRIMINAL BEHAVIOR: GENERAL 19](#_Toc446332666)

[CRIMINAL BEHAVIOR: BOOK DETECTION ALARM SYSTEM 19](#_Toc446332667)

[CRIMINAL BEHAVIOR: VANDALISM OR THEFT OF LIBRARY MATERIALS OR PROPERTY (OBSERVED) 20](#_Toc446332668)

[CRIMINAL BEHAVIOR: THEFT PURSE/BACKPACK SNATCHERS PILFERERS 20](#_Toc446332669)

[CRIMINAL BEHAVIOR: SEX OFFENSES SEXUAL ASSAULTS/PUBLIC INDECENCY/FLASHERS, ETC. 21](#_Toc446332670)

[CRIMINAL BEHAVIOR: POSSESSION OF A WEAPON 21](#_Toc446332671)

[CRIMINAL BEHAVIOR: ACTIVE SHOOTER 22](#_Toc446332672)

[CRIMINAL BEHAVIOR: TRESPASSING 23](#_Toc446332673)

[DEALING WITH THE OFFENDER IN THE LIBRARY 23](#_Toc446332674)

# Library Guidelines for Responding to Problem Behaviors

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# The University of California, Berkeley Library is dedicated to the advancement of learning and research. In order to preserve an open environment, we have many buildings and collections that are publicly accessible. At times Library staff will interact with problem patrons.

There is no single set of rules and recommendations that apply to all situations in a library. However, some activities are illegal and therefore forbidden at all times. Other behaviors are not acceptable because they violate the communal expectation for the Library’s shared resources.

The following guidelines will familiarize staff with techniques for handling routine and emergency situations. In all cases the supervisor should be notified as soon as possible when the staff member confronts a library user who violates the UCB Library Code of Conduct: http://www.lib.berkeley.edu/Staff/PS/PSM/lol75.html. The supervisor will be responsible for notifying the person in charge, the Library administration, and campus police if necessary.

At all times Library staff should feel safe and supported when enforcing Library rules. If at any point a situation feels unsafe and a Library user is disruptive, call the UCPD: 911 or 642-3333 (Emergency). All non-emergency calls should be directed to 642-6760. If your particular building has building security, call them at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

# UC Berkeley Library Code of Conduct

<http://www.lib.berkeley.edu/about/code-of-conduct>

The Library strives to provide access to well-maintained collections, information resources, equipment, and associated research services. The Library also seeks to provide a safe and secure environment and facilities suitable for reading, learning, and other activities associated with scholarly teaching and research.

The following Code of Conduct is intended to ensure a respectful and productive environment for study and research for all users. These policies are applicable to all Library users and are enforceable by all Library staff.

**General Behavior**

All Library users are expected to respect Library facilities, other users, and Library staff.

**Individuals will:**

* Comply with all Library policies.
* Use computers and online resources within the guidelines of the UCB Library and Campus computer use policies.
* Adhere to policies governing appropriate use of University identification.
* Present identification upon request.
* Leave buildings at closing and limit use of the Library to authorized areas only.
* Respond to security gate alarms, emergency alarms, and other situations as instructed by Library staff.

**Individuals will not engage in prohibited activities, including but not limited to:**

* Exhibit any threatening or intimidating behaviors, e.g., abusive language, staring, threats of violence or any type of harassment.
* Engage in behavior that is potentially unsafe or harmful to self or others.
* Create any disturbances, e.g., disruptive noises, loud talking, audible electronic devices.
* Engage in any sexual activities including, but not limited to, unwanted or inappropriate touching, unwanted or inappropriate advances, harassment or indecent exposure.
* Allow others to use their UC ID or CalNet network authentication.
* Violate copyright laws, including systematically downloading, printing, or disseminating content from UCB-licensed electronic resources in violation of copyright laws.
* Deface or damage library materials including, but not limited to, underlining, highlighting, writing, removing pages or security devices.
* Misuse, misappropriate, damage or deface library furniture, buildings or equipment, including computer systems.
* Use Library areas for prolonged sleeping or as living quarters.
* Obstruct use of Library equipment or facilities, or deny access to Library materials through theft or deliberate misplacement.
* Vend, peddle, solicit or petition in the Libraries; post or distribute materials without permission.
* Leave young children unsupervised.
* Bring food or drink in areas where they are prohibited.
* Use alcohol, tobacco or related nicotine products, or controlled substances.
* Fail to wear clothing, including footwear, while in the Libraries.
* Bring firearms, weapons, fireworks, or other dangerous substances into Libraries.
* Bring animals, other than identified service animals, into Libraries.
* Ride mopeds, bicycles, skateboards, roller blades, hover boards or skates in Library buildings or on walkways where hazards, property damage, or personal injury could be created by their use. These vehicles also may not be stored in any public spaces, hallways, corridors, offices, balconies or stairwells, or attached to railings. Exceptions are made for strollers and vehicles used by persons with disabilities.
* Photograph library patrons or staff without permission.
* Leave personal belongings unattended.

**Enforcement**

Library use is a privilege. If an individual or group is not adhering to Library policies, individual users may point it out. Concerns, problems, or policy violations may also be reported at a Library service desk to any Library staff member.

Anyone violating these policies can be asked to leave the Library and refused future access. Library users found in violation of this Code of Conduct may be: asked to present identification to Library staff; subject to a search of backpacks or bags; directed to leave the premises; suspended from access to all Library facilities for a period of time; and reported to UCPD. Disciplinary or legal action may be taken in accordance with applicable federal, state, city, and campus laws and policies. Depending on the severity of the offense and the pattern of behavior, persons may be banned for extended periods such as one week, one year, or permanently; bans cover all campus Library locations and services.

# RULES OF CONDUCT IN CAMPUS BUILDINGS

<http://police.berkeley.edu/rules/in_campus_buildings.html>

The buildings on the Berkeley campus are for appropriate use and enjoyment by students, faculty, staff, and visitors. The following policies have been established to promote the safety and security of all occupants and visitors:

* Follow all posted building rules restricting use or access.
* Duplicating or distributing keys or card keys without authorization is a violation of the Campus Access Control Policy, and is punishable under section 469 of the California Penal Code.
* Assisting unauthorized access to buildings or propping open exterior doors, against building security policies, is a violation of the Campus Access Control Policy.
* Lodging overnight, except in residential facilities or for academic purposes, is prohibited.
* Adhere to all campus fire safety rules (available from the campus fire marshal or building coordinator), including prompt, orderly evacuation in case of alarm.
* Intentionally initiating a false fire alarm is a violation of California Penal Code Section 148.4(a) punishable by a $1,000 fine and/or up to a one-year jail sentence.
* Disrupting classroom, administrative, or other University-sponsored or approved activities can result in citations by UCPD, enforcement by the Center for Student Conduct and Community Standards, and/or expulsion from the campus.
* UC Berkeley is tobacco-free as of January 1, 2014 (Tobacco Free Policy). A tobacco-free campus creates a healthier environment for students, faculty, staff, and visitors; helps support tobacco users who are trying to quit; and reduces the number of new tobacco users by promoting the social norm of a tobacco-free environment. Consistent with its emphasis on health and environmental protection, the University of California, Berkeley is tobacco-free, meaning the use of tobacco, smokeless tobacco, or unregulated nicotine products (i.e. “e-cigarettes”) is strictly prohibited in indoor and outdoor spaces owned or leased by UC Berkeley. In addition, the sale and advertising of tobacco products on UC Berkeley owned or leased property is not permitted.
* Riding mopeds, bicycles, skateboards, rollerblades, or skates is prohibited in buildings or on walkways where hazards could be created by their use. In accordance with the fire marshal policy, vehicles may not be stored in any public spaces, hallways, corridors, or stairwells, or attached to railings. Bicycles may be stored in non-public space sanctioned, or authorized, in buildings by departments or building coordinators/managers.
* Animals (except laboratory animals or those assisting disabled persons, or as otherwise authorized by departments or building coordinators/managers) are not to be brought into buildings.
* Use of campus or departmental bulletin boards must be authorized by the department, or by the building coordinator/manager.
* Tampering, misuse, abuse, or destruction of fire protection equipment or other University property is a violation of Penal Code Sections 148.4 and 594(b).

### **Related**

Regulations Governing Conduct of Non-Affiliates in the Buildings and on the Grounds of the University of California: <http://police.berkeley.edu/rules/non-affiiliate_conduct.html>

Dogs on Campus: http://police.berkeley.edu/rules/dogs-on-campus.html

# MANAGING THE PROBLEM PATRON

A problem patron is anyone who is disruptive to the normal activities, functions, and mission of the Library. Problem patrons may be those who demonstrate **disruptive behavior** (loud and continuous talking, soliciting, sleeping, harassment, etc.), **aberrant behavior** (emotionally disturbed, under the influence of alcohol or drugs, etc.), or **criminal behavior** (theft, vandalism, sex offenses, etc.).

## STAFF GUIDELINES FOR RESPONDING TO COMPLAINTS

1. Remain calm. Be receptive and non-judgmental.
2. Listen carefully to the patron’s question or complaint.
3. Pause, breathe deeply, and think before responding.
4. Speak in a relaxed, low tone, and repeat or paraphrase what the patron has said as

concisely as possible. If the complaint is against another staff member, state

sympathetically that there may have been a misunderstanding and attempt to resolve

the problem.

1. If there is justifiable need for an exception and you have the authority, make one.

(Abusive, demanding behavior on the part of the patron is NOT justification for an

exception.)

1. If the question/complaint is against library policy and if an exception cannot

justifiably be made, explain the policy clearly, giving a succinct explanation of its

rationale, and show a written copy of the policy to the patron.

1. Be pleasantly calm and firm. Do not argue. Stick to the issue and do not get sidetracked by peripheral arguments about “deadlines,” “special problems,” etc.
2. If you can think of alternatives, which do not violate policy, outline the choices.
3. If necessary, bring in another staff member to corroborate your explanation. (Be prepared to act as support to your own colleagues. Also, be alert to the possibility that you and the patron may clash because of differing personal styles. Other colleagues may be able to handle certain patrons more successfully.). If the situation has escalated rapidly and you judge that a colleague's support could not defuse the situation, refer the patron immediately to your supervisor, if present.
4. If the patron wishes to make a complaint in writing (or, you may have made the suggestion because your supervisor and other library administrative officers are not available), give him/her the name(s) of the relevant person(s).
5. Refer the patron to your supervisor, department head, or the Associate University Librarian, in sequence, as may be necessary.
6. If the patron's behavior becomes disruptive and interferes with others’ use of the library or library operations, follow the procedures outlined in the section on Disruptive Behavior.
7. If, in your judgment, with the concurrence of your supervisor, a disagreement with a patron (although not disruptive per se) warrants warning other library units, please complete an incident report (<http://www.lib.berkeley.edu/Staff/Safety/incident.html>).

# DISRUPTIVE BEHAVIOR: GENERAL

This type of behavior may be triggered unexpectedly by user frustration over library policies, services, other users, and the like. Disruptive behavior interferes with other patrons’ use of the library and the work of library staff. Disruptive behavior may include aberrant or criminal behavior for which additional procedures are outlined below.

## STAFF PROCEDURES

1. Approach the patron calmly and pleasantly and identify yourself as a library employee. Politely but firmly explain relevant policy, point out signs if existing, and ask individual to refrain from prohibited behavior.
2. If individual(s) persist in prohibited behavior, obtain the support of other staff. Offer the patron the choice of stopping the forbidden actions or leaving the library premises.
3. Ask for identification and advise the individual that you will have to summon a campus police officer and report the incident to appropriate authorities.
4. Call the campus police for assistance. Be prepared with a thorough description of the incident, subject(s) involved, and the location of the offender. Cooperate with the police in completing any requested forms. Ask any victims and witnesses to stay until the police arrive. Ask the police officer for the report/case number.
5. Complete an Incident Report Form. <http://www.lib.berkeley.edu/Staff/Safety/incident.html>
6. Discuss the experience with your supervisor and other colleagues immediately after the event to reflect on how it went and actions that might be handled differently.

## DISRUPTIVE BEHAVIOR: LOITERING

At times people roam through the library with no apparent purpose, staring, sitting on the floor, etc. If their presence or activities are sufficiently disturbing to other patrons or staff to the point where there are complaints, they will then be charged with loitering.

STAFF PROCEDURES

1. Ask if you may help in any way. If there is no apparent intention to use library materials or resources, including conducting business in building offices, ask a co-worker to accompany you or be available for backup.
2. Explain that if s/he is not in the library to use library materials or study, s/he must leave.
3. If the person does not leave, call the campus police for assistance. Be prepared with a thorough description of the incident, subject(s) involved, and the location of the offender. Cooperate with the police in completing any requested forms. Ask any victims and witnesses to stay until the police arrive. Ask the police officer for the report/case number.
4. Complete an Incident Report Form. <http://www.lib.berkeley.edu/Staff/Safety/incident.html>

## ASCERTAINING RIGHT TO BE IN THE LIBRARY AFTER HOURS

These procedures are used to determine a person’s legitimate presence in the Library after closing hours of the library buildings.

STAFF PROCEDURES

1. Identify yourself as a Library employee.
2. Ask for the person’s Identification Card.
3. Ask why the person is there.
4. If there is a good reason, ask for the person's office phone. Call for authorization if necessary.
5. If there is no good reason for the person to be in the Library and s/he refuses to leave the library, call UCPD for assistance and for further disposition. Get a proper description of the subject person while calling for assistance, in case s/he runs away, and the route and mode of escape.
6. If the UCPD are called, ask the police officer for the report/case number.
7. Complete an Incident Report Form. <http://www.lib.berkeley.edu/Staff/Safety/incident.html>

## 

## DISRUPTIVE BEHAVIOR: COMPUTERS/PORNOGRAPHY

<http://www.lib.berkeley.edu/services/comp_use.html>

The Library Computer Use Policy states:

Users are responsible for ethical and legal use of computing resources and the services accessed through them. In addition, library patrons must not use these resources in such a way that negatively impacts the environment for other library patrons, visitors or staff. This includes but is not limited to:

* Using the computer to create an unwelcome environment for other library patrons
* Viewing pornography or other explicit or offensive material

While the Library does not censor its users, we do protect against an intimidating, hostile, or offensive environment. If a patron makes a complaint about the use of pornography in public places we have the right to ask that the user of pornography shut down their browser or move to a less public place. These statements comply with the [University of California Sexual Violence and Sexual Harassment Policy (01/01/2016)](http://policy.ucop.edu/doc/4000385/SHSV%20).

**Call the police immediately if you witness the transmission, dissemination, printing or downloading of sexually explicit images of children.**

STAFF PROCEDURES

1. Intervene politely, calmly and firmly.
2. Identify yourself as a Library employee; explain that other patrons have commented on and are disturbed by the images.
3. Refer to the Library Computer Use Policy <http://www.lib.berkeley.edu/services/comp_use.html> and the [University of California Sexual Violence and Sexual Harassment Policy (01/01/2016)](http://policy.ucop.edu/doc/4000385/SHSV%20).
4. Ask if they would consider moving to a computer (perhaps their own) where they are not projecting images that may be perceived as harassing to an audience that may not care to view explicit media.

If you observe someone viewing **child pornography**:

1. Call the University Police (UCPD) (510) 642-6760 immediately.
2. Get the name of the person making the complaint and a way for the police to contact them (phone #, email). Ask them to stay to talk to the police.
3. Do not talk to the patron viewing pornography, but unobtrusively note which machine the patron is using.
4. Standby for the arrival of the responding police officer.
5. Report the incident immediately to your supervisor and Library administration.

## DISRUPTIVE BEHAVIOR: PANHANDLING/SOLICITING

Panhandling and soliciting money or other goods is prohibited in the Library.

###### STAFF PROCEDURES

1. Approach the individual and explain that the library is not the appropriate place for these activities and that they must cease.
2. If the person does not cease, ask for backup or a witness, and advise the panhandler that s/he must leave the library.
3. If the person does not leave, call the campus police for assistance. Be prepared with a thorough description of the incident, subject(s) involved, and the location of the offender. Cooperate with the police in completing any requested forms. Ask any victims and witnesses to stay until the police arrive. Ask police officer for case/report number.

Complete an Incident Report Form. <http://www.lib.berkeley.edu/Staff/Safety/incident.html>

## DISRUPTIVE BEHAVIOR: SLEEPING

Habitual sleepers, noisy sleepers, and those who sprawl on furniture or floor and who are disturbing other library patrons may be in violation of loitering. Users who simply doze off for a short time should ordinarily be left alone. Enforcement of this policy can be challenging and may vary based on location, staffing levels and time of year (Finals).

STAFF PROCEDURE

1. Approach the sleeper from the front, remaining at arm’s length. Do not touch the person. Rap the table or wall to awaken the person and explain that, for safety and security reasons, we don’t allow sleeping in the library.
2. Check back after a few minutes. If the person is still sleeping, get support of a colleague and jointly ask the person to leave. If the person refuses, call the campus police for assistance. Be prepared with a thorough description of the incident, subject(s) involved, and the location of the offender. Cooperate with the police in completing any requested forms. Ask any victims and witnesses to stay until the police arrive. Ask the police officer for the case/report number.
3. Complete an Incident Report Form. <http://www.lib.berkeley.edu/Staff/Safety/incident.html>

## DISRUPTIVE BEHAVIOR: TALKING/SOCIALIZING/CELL PHONES

Be alert to noisy talkers. Other library patrons may be too intimidated to complain.

STAFF PROCEDURES

Intervene politely, calmly and firmly. Identify yourself as a Library employee; explain that other patrons are being disturbed. If talkers do not cease, ask them to leave the library. If they refuse, call the campus police for assistance. Be prepared with a thorough description of the incident, subject(s) involved, and the location of the offender. Cooperate with the police in completing any requested forms. Ask any victims and witnesses to stay until the police arrive. Ask the police officer for the case/report number.

Complete an Incident Report Form. <http://www.lib.berkeley.edu/Staff/Safety/incident.html>

## DISRUPTIVE BEHAVIOR: IRATE/ABUSIVE

This behavior is in violation of the Library Code of Conduct.

STAFF PROCEDURES

1. If a library patron becomes uncontrollably abusive, remain calm and keep your voice low and firm.

Examples: Shouting or speaking in an aggressive voice to staff or other patrons

Making threats or exhibiting threatening body language

Makes a move to come behind service desks

1. Ask the offender to leave the library and return only when s/he is able to discuss the problem more calmly. If the person does not comply with your request, summon a colleague. If you observe another colleague in this situation, ask pleasantly if you could be of help.
2. If the patron does not cease abusive behavior, summon your supervisor, if available.
3. With your colleague and/or supervisor, advise the patron that the campus police will be called if the abuse does not cease.
4. Call the campus police for assistance. Be prepared with a thorough description of the

incident, subject(s) involved, and the location of the offender. Cooperate with the police in completing any requested forms. Ask any victims and witnesses to stay until the police arrive. Ask the police officer for the case/report number.

1. Complete an Incident Report Form. <http://www.lib.berkeley.edu/Staff/Safety/incident.html>

## DISRUPTIVE BEHAVIOR: TELEPHONE HARASSMENT

http://police.berkeley.edu/documents/campus-safety/harassingcalls.pdf

STAFF PROCEDURES

1. If you received an obscene or abusive telephone call, do not make any response. Hang up immediately.
2. If caller is upset with library policy or a bill, speak calmly, listen to the complaint, clarify the complaint, explain the policy and suggest alternatives.
3. If the caller becomes abusive and unreasonable, state calmly that you must terminate the call and do so.
4. If the same person repeatedly makes calls, notify the police.
5. Complete an Incident Report Form. <http://www.lib.berkeley.edu/Staff/Safety/incident.html>

## DISRUPTIVE BEHAVIOR: VERBAL ALTERCATION BETWEEN PATRONS

This behavior is in violation of the Library Policy - Disorderly Conduct.

STAFF PROCEDURES

1. Attempt to diffuse the situation before a verbal encounter can escalate into a physical altercation. If the situation appears volatile, call UCPD and summon colleagues. Ask the police officer for the case/report number.
2. Direct other library patrons away from the area in a calm and firm manner.
3. Identify the combatants, i.e., take note of physical descriptions, and prepare to describe the encounter to the UCPD.
4. Complete an Incident Report Form. <http://www.lib.berkeley.edu/Staff/Safety/incident.html>

## DISRUPTIVE BEHAVIOR: PHYSICAL ALTERCATIONS

Persons who engage in fighting may be guilty of assault, battery and/or disturbing the peace and may be liable for property damage.

STAFF PROCEDURES

1. Call UCPD immediately.
2. Call other library staff members to witness and to assist in calmly directing other library patrons away from the area.
3. Depending on the situation, you may attempt to dissuade combatants verbally from a distance.
4. Identify the combatants, i.e., take note of the physical descriptions, and prepare to describe the encounter to the UCPD. Ask the police officer for the case/report number.
5. Complete an Incident Report Form. <http://www.lib.berkeley.edu/Staff/Safety/incident.html>

## DISRUPTIVE BEHAVIOR: DEMONSTRATIONS/PRANKS

The Library tolerates demonstrations and pranks only if they are nondestructive, minimally disruptive, and do not jeopardize the safety of patrons and staff. More extensive actions or activities are in violation of the Library Code of Conduct pertaining to nuisance, vandalism, and trespassing.

STAFF PROCEDURES

1. If demonstrations or pranks impede the use of the library, obtain a co-worker’s support and attempt to identify individual and group names.
2. If a group is involved, try to identify the leader or instigator of the action and deal with the person directly. If the leader can be isolated, s/he could possibly be more susceptible to suggestion than while playing the role of leader in front of the group. Try sentences such as "May I speak with you for a moment?" or "May I consult with you over here?" Remain calm and firm. Do not be antagonistic or belligerent. Offer choices or options to the group; “Please keep the noise down or you will have to leave.”
3. If the problem persists, call the campus police for assistance. Be prepared with a thorough description of the incident, subject(s) involved, and the location of the offenders. Cooperate with the police in completing any requested forms. Ask any victims and witnesses to stay until the police arrive. Ask the police officer for the report/case number.
4. Complete an Incident Report Form. <http://www.lib.berkeley.edu/Staff/Safety/incident.html>

## DISRUPTIVE BEHAVIOR: UNWANTED ATTENTION/INAPPROPRIATE SOCIAL INQUIRIES

This type of behavior is usually directed at student employees staffing public service points. The offender may be another student, staff, faculty or member of the public, and is often unaware that their behavior is inappropriate. They may try to match their library visits to when a particular library employee is on the desk. These individuals often start with the pretense of needing library assistance only to loiter at the desk asking personal questions and attempting to chat/flirt. More passive but equally inappropriate behavior includes sitting nearby, prolonged staring and/or making lewd comments/gestures.

**Never give out a staff member’s work hours or contact information, even if friends or family. Refer these questions to your supervisor to work with Library Human Resources to determine the validity of request.**

STAFF PROCEDURES

1. Redirect the conversation to appropriate library business. Example: “Is there a library matter that I can assist you with?”
2. If personal inquiries persist, politely explain that you are not allowed to have social conversations at the desk and move to the next person in line if available.
3. Notify your supervisor that a patron’s actions are inappropriate and/or are making you uncomfortable. Do not be afraid to discuss this with your supervisor. The safety and security of library staff is their top priority.
4. Supervisors should assess the situation and determine whether to log the activity and monitor for future action, or if egregious, call UCPD for assistance. Supervisors can also give guidance on how to respond to the patron to make it clear their behavior is not acceptable.
5. If the supervisor is present during interaction, they should intervene and again redirect the conversation.

## DISRUPTIVE BEHAVIOR: CONSENSUAL SEXUAL ACTIVITY

Some students consider sexual activity in the library a rite of passage. This is, however, considered sexual harassment, as defined in University policy (see Section 160.00 UCOP Policy on Sexual Harassment and Complaint Resolution Procedures). Unwelcome sexual advances, requests for sexual favors, and other verbal, nonverbal or physical conduct of a sexual nature constitute sexual harassment.

STAFF PROCEDURES

1. Ask the offenders to leave the library and to not engage in such activities in public on campus again.
2. If the same offenders are again discovered *in flagrante delicto,* call campus police.

## DISRUPTIVE BEHAVIOR: WHEELED VEHICLES

No wheeled vehicles, except wheelchairs and scooters for the disabled, may be ridden in the library.

STAFF PROCEDURES

1. Ask the offenders to leave the library and to not use wheeled vehicles within the building.
2. If the same offenders return, call the Police and complete an Incident Report Form. <http://www.lib.berkeley.edu/Staff/Safety/incident.html>

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# ABERRANT BEHAVIOR: GENERAL

This type of behavior typically results from psychological problems or from substance abuse. Actions of persons exhibiting such behavior range from merely having an "odd" manner, which is not illegal, to disruptive and even dangerously violent behavior. If it is not disruptive to library operations or to other patrons, it should be tolerated so long as no violations of law and regulations occur.

Caution: diverse physiological and/or neurological symptoms can cause the affected individual(s) to appear socially "aberrant." For example, diabetics may have an alcoholic smell when suffering from shock and exhibit traits normally associated with inebriates. Tourette's syndrome can be identified by occasional uncontrollable outbursts, including coprolalia, the use of foul language.

It is important to display a patient, good-natured attitude toward persons who may not be able to prevent their aberrant behavior, so as to minimize their tension.

STAFF PROCEDURES

1. Always look for a medical tag on the wrist or around the neck. If the person is able to use the library and does not request assistance, do not treat him/her any differently.
2. If it appears that the "aberrant" person needs personal assistance, ask if you can be of help. If s/he appears ill, offer to call the paramedics (or a family member, if it is not an emergency.)
3. Obtain the assistance of another staff member, if necessary.
4. If the person becomes disruptive, follow the appropriate special procedures described below for a) emotionally disturbed persons; b) lonely/possessive/helpless persons; c) persons suspected of being under the influence of alcohol or drugs.

## ABERRANT BEHAVIOR: EMOTIONALLY DISTURBED PERSONS

Emotionally disturbed persons may be suffering from mental illness or disorders characterized by somewhat bizarre external behavior, hallucinations, and delusions. They can be extremely withdrawn, timid and co-operative, or violently aggressive.

STAFF PROCEDURES

1. If a person who may be mentally disturbed requires assistance or becomes disruptive, remain at a comfortable safe distance.
2. DO NOT touch him/her. DO NOT stare. DO NOT point at the person. DO NOT laugh or whisper.
3. DO NOT overcompensate for your anxiety and concern by being overly friendly and solicitous or by being hostile and confrontational.
4. Make sure that you have back-up staff support unobtrusively available before approaching the individual. Have an agreement with your back up that s/he will intervene if necessary in the most helpful way (i.e., in person or by calling you on the telephone, etc.).

1. Speak calmly, directly, and honestly. If the person is talking wildly to him/herself, explain that talking in the libraries must be kept to a minimum so as not to disturb others, etc.
2. Respond to questions, requests, or statements matter-of-factly.
3. DO NOT endorse or contradict a person's hallucinations or delusions.
4. Remember to offer choices: "You may speak loudly elsewhere, but if you wish to remain in the library, you must observe our regulations."
5. Repeat the alternative calmly, and kindly, several times if necessary.
6. If you fear for your safety or that of anyone else, call UCPD immediately. (It may be advisable to have your colleague telephone UCPD from a telephone located out of the range of hearing. You should have pre-arranged signals for this eventuality.)
7. Complete an Incident Report Form. <http://www.lib.berkeley.edu/Staff/Safety/incident.html>

## ABERRANT BEHAVIOR: LONELY/POSSESSIVE/HELPLESS PERSONS

Such persons often wish to monopolize the time of library staff and other library users. They may engage in excessively long conversations and may resent efforts to encourage them to get to the point or terminate discussion. These individuals are usually friendly and eager to be even friendlier. However, they can also be abrupt, rude, impatient in their demeanor, and extraordinarily persistent in their requests for assistance and services. They may appear quite helpless or are unwilling to put any effort to help themselves and they are quick to take personal offense at negative answers. They frequently are unwilling to accept explanations of necessary limits to service.

STAFF PROCEDURES

1. When assisting a person who wishes to monopolize your attention, set a time limit on the time you can allow. Explain that you hope you can help the person, but as others are waiting, you can give only two minutes to each person.
2. Paraphrase the questions/requests put to you and say you wish to understand exactly what is needed.
3. Make brief written notes of his/her inquiries to show that you are identifying the elements of the problem.
4. Give clear step-by-step answers to his/her questions on paper, if possible, and encourage the person to be self-sufficient. DO NOT set a precedent of doing everything for the person.
5. When the allotted time is up, move on to the next patron.

6. If no other patron is in line and other attempts to end the exchange have not worked, it may be necessary to find a reason to call for a supervisor or coworker.

Example: “I’m sorry, but I don’t know how to assist you further. I can call my supervisor to help you with this matter.” Switching places with a supervisor or coworker can often be effective in terminating the conversation.

## ABERRANT BEHAVIOR: PERSONS SUSPECTED OF BEING UNDER THE INFLUENCE OF ALCOHOL AND/OR DRUGS.

Persons who have consumed sufficient alcohol to be noticeably intoxicated can generally be detected by their alcoholic breath, but it is often difficult to ascertain whether other persons who exhibit aberrant behavior are under the influence of drugs or suffering from physiological disorders. All such persons may exhibit abrupt and extreme changes of mood and should be approached with caution. Such people may have unusual strength or be unusually weak and helpless.

STAFF PROCEDURES

1. REMEMBER - LOOK FOR MEDICAL ALERT TAG.
2. If someone behaves in such a way that you suspect drugs or excessive alcohol, alert other staff members immediately to serve as witnesses and back-up support.
3. Be discreet! Maintain a non-judgmental attitude. Do not make the person feel watched or cornered. Keep a comfortable, "safe" distance (about more than an arm’s length from the patron) and DO NOT touch the patron.
4. If you need to assist him/her in library related services, DO NOT go alone with him/her to remote or isolated areas of the library. Stay within sight of your staff support. Provide library-related assistance routinely.
5. If a person cannot function effectively, ask, "Are you ill?" "Do you need medical assistance?" Be calm, breathe normally, and respond helpfully. At the first sight of dangerous behavior, call UCPD. If you cannot call UCPD easily, signal a colleague or other library staff to call UCPD from a protected area.
6. Complete an Incident Report Form. <http://www.lib.berkeley.edu/Staff/Safety/incident.html>

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# CRIMINAL BEHAVIOR: GENERAL

The following categories cover selected acts that occur frequently in libraries and which are in violation of the California Library Laws 1990, Penal Code Section 490.5 <http://www.library.ca.gov/publications/laws.html>.

## CRIMINAL BEHAVIOR: BOOK DETECTION ALARM SYSTEM

STAFF PROCEDURES

1. If the book detection system is triggered as someone attempts to leave the library, assume innocence or forgetfulness on the part of the patron.
2. Stop the person and ask if s/he has checked out books or library materials that may not be desensitized. Should such books or materials be identified and the person does not claim it as an oversight, hold the books or materials and return them to the Circulation desk.
3. If no library materials are observed, ask if s/he has anything that may have set off the alarm. Some metal objects may interfere with the sensing device. If this happens, take the object and walk it through the gate.
4. If applicable, explain that reference and certain reserve materials, etc., do not leave the library. Offer alternatives, such as availability of photocopy machines, or checking with the reference staff for circulating copies.
5. Ask the person open his/her backpack, purse, etc., if necessary. If they refuse, call the police.
6. In the case it wasn’t properly processed, have the person return to the circulation desk to have the checked out book desensitized.
7. Be wary if the same individual consistently set off the book detection alarm.
8. If you find concealed materials, for example, if a book falls from his/her shirt, call UCPD and your supervisor.
9. If the person runs out the gate when the alarm goes off, call UCPD and your supervisor. Do not go after the person. Get a good description of the person and the direction of escape route and relay this information to the responding UCPD Officer.
10. Complete an Incident Report Form. <http://www.lib.berkeley.edu/Staff/Safety/incident.html>

## CRIMINAL BEHAVIOR: VANDALISM OR THEFT OF LIBRARY MATERIALS OR PROPERTY (OBSERVED)

Theft or destroying or damaging library material such as books, pamphlets, files, record cassettes, microfiche, etc. violates the Library Code of Conduct and state statutes. Cutting, tearing and defacing materials is included. Defacing walls, graffiti, damaging facilities, breaking windows are also covered. Damage caused by food and spilled drink is included here.

STAFF PROCEDURES

1. Call UCPD. Ask the police officer for the case/report number.
2. Get a second witness, if possible (preferably, a security person or a library staff member). Both witnesses should carefully observe the person's actions and physical description so that the extent of the crime can be accurately described and determined. Two witnesses more easily substantiate probable cause.
3. If the suspect leaves the library building, get a good description of the suspect and the direction of escape route. Relay this information to the UCPD.
4. Complete an Incident Report Form. <http://www.lib.berkeley.edu/Staff/Safety/incident.html>

## CRIMINAL BEHAVIOR: THEFT PURSE/BACKPACK SNATCHERS PILFERERS

STAFF PROCEDURES

1. If someone reports a theft, and the thief is believed to be still in the building, call UCPD giving the exact location and description of the suspect. Have complaining victim/witness speak with the UCPD directly to supplement the information. Notify staff at the library entrances/exits so they can assist in observing the subject person.
2. If the alleged thief is believed to have left, call UCPD giving the description of the suspect, the last known location, and the direction of escape route. Have victim/witness speak directly to UCPD.
3. If the person reporting the theft had no description, the crime must still be reported to UCPD. Ask the police officer for the case/report number.
4. Complete an Incident Report Form. <http://www.lib.berkeley.edu/Staff/Safety/incident.html>

## CRIMINAL BEHAVIOR: SEX OFFENSES SEXUAL ASSAULTS/PUBLIC INDECENCY/FLASHERS, ETC.

Sexual assault is a serious crime. The earlier stages of assault may consist of flashing and staring. These abuses should not be taken lightly. Individuals are often upset and disturbed by encounters with such people, so be calm, supportive, and use sensitivity in dealing with the victim.

STAFF PROCEDURES

1. Incidents or suspected incidents involving sex offenses should be reported to UCPD immediately. Call UCPD giving the exact location, etc. If medical assistance is needed inform the UCPD dispatcher.
2. Female victims may request a female officer. Have the victim speak directly with the responding UCPD officer, if possible.
3. If the suspect is still in the library, alert the monitors at the exits.
4. Reassure and escort the victim to a private office.
5. If a sexual assault has occurred, just get the basic information (if the victim wishes to give it) to pass on to the responding UCPD officers and leave any interrogation of the victim to the UCPD officers. If a less traumatic incident has occurred and the victim or witness is willing and able, ask the person to write down a description of the suspect. S/he should concentrate on such things as height (judged by his/her own), type of build, color and style of hair, eye color, and any distinguishing marks. Clothes are important also. More important are shoes, and outer coats. Closing one's eyes and visualizing the person may help.
6. Ask the victim to write down exactly what occurred, where it occurred, what was said, etc.
7. Encourage the victim to wait until the responding UCPD officers arrive in order to answer their questions and make a report. Ask the police officer for the case/report number.
8. Complete an Incident Report Form. <http://www.lib.berkeley.edu/Staff/Safety/incident.html>

## CRIMINAL BEHAVIOR: POSSESSION OF A WEAPON

A weapon is defined as a gun, rifle, shotgun, unsheathed knife, switchblade, or other dangerous object. The California Code of Regulations Title V, Section 41301 and California Penal Code Sections 626.9 and 626.10, <http://caselaw.lp.findlaw.com/cacodes/pen/626-626.11.html> indicate that weapons are not permitted on campus. For the purpose of this policy, weapons may be defined as any firearm, any fixed bladed knife in excess of 2 and one half inches, any club-type weapon, any explosive device or any other weapon as defined by the California Penal Code and Section 41301. Some weapons are illegal to possess under all circumstances as described in Penal Code Section 12020, et.al, and are not permitted on campus under any circumstances. Examples of these weapons include metal knuckles, ballistic knives, sawed-off shotguns, cane swords, etc.

STAFF PROCEDURES

1. If you suspect or have seen that a patron is carrying a weapon, call UCPD immediately.
2. Alert other support staff but do nothing to provoke a confrontation. Warn other library units, if necessary.
3. Complete an Incident Report Form. <http://www.lib.berkeley.edu/Staff/Safety/incident.html>

## CRIMINAL BEHAVIOR: ACTIVE SHOOTER

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, and recent active shooter incidents have underscored the need for a coordinated response by law enforcement and others to save lives. **If you witness anyone armed on campus at any time, immediately call UCPD to report the emergency 9-1-1 (or 510-642-3333 via cell phone).** Use common sense, if hiding or escaping from danger is impossible; you should remain quiet but DO SOMETHING!

STAFF PROCEDURES

1. **Flee** - If possible to flee the area safely and avoid danger, do so; if not, consider:

- Escaping out of the other side of the building.

- Moving to a central and secure area within the building (e.g. offices, Stacks, fire exits, etc.)

- Leave everything besides phone -- pack nothing.

- Take others with you on way out, if possible.

Get far away from the shooting scene and then contact the Police Department to notify of your location. Do not attempt to flee if the shooter is between you and your escape. If you are unsure, do not attempt to flee.

2. **Hide in Place** - If it is not possible to flee the area safely:

- Get everyone down on the floor or under a desk and out of the line of fire and remain silent.

- SILENCE CELL PHONES (you will be getting campus Warn Me messages!)

- Go dark. Turn off all the lights.

Lock all windows and doors and secure yourself in your space. Consider barricading your position.

3. **Fight -** As a last resort, and only if your life is in danger:

- Attempt to incapacitate the shooter.

- Act with physical aggression.

- Improvise weapons.

- Commit to your actions.

4. **"All-Clear"?**

Wait for the "all-clear" instruction given by an authorized or known voice. If you do not recognize the voice or authority (e.g. uniform, familiar staff, etc.) giving instruction, stay where you are. Unknown or unfamiliar voices may be giving false assurances. There may be more than one active shooter.

After a Valid "All-Clear,” follow the direction of police officers as you leave the building. When encountering police officers, keep your hands on your head or open in front of you. Officers are trained to be aware of all possible dangers and need to see quickly that you are not a threat.

Additional notes:

* Notify others, attempt to get the word out to others in your building or nearby if possible, Dial 9-1-1 (510/642-3333 via cell) to notify police and give your location, if this seems practical.
* Attempting to negotiate with the individual may be very dangerous.
* Do not pull the fire alarm. Do NOT lock the building doors! It will provide the shooter with more opportunities to cause harm.
* Be careful not to make any changes to the scene of the incident since law enforcement will investigate the area later.
* Attempting to overcome the individual with force is a last resort that should only be initiated in the most extreme circumstances, but, again, DO SOMETHING!

## CRIMINAL BEHAVIOR: TRESPASSING

Some individuals are reluctant to leave the library at closing time due to stress or deadlines. Some individuals hid in the library for other reasons. Under certain circumstances, this constitutes trespassing.

STAFF PROCEDURES

1. Ask a colleague to be a witness and inform the offender that s/he is in violation of the law. Explain that s/he must either leave the library or you will call UCPD.
2. If the individual does not agree to leave, call UCPD. Ask the police officer for the case/report number.
3. Complete an Incident Report Form. <http://www.lib.berkeley.edu/Staff/Safety/incident.html>

## DEALING WITH THE OFFENDER IN THE LIBRARY

STAFF PROCEDURES

1. Call UCPD if you suspect a crime has been committed or if you sense danger.
2. Immediately summon staff back up.
3. Be calm and authoritative when confronting a suspect. Show no surprise at suspect’s activities.
4. Do not openly accuse a suspect. Rather, frame your statement in the context of library services – asking whether s/he is using the library according to standard purposes. For example, “are you finding the library materials that you need?” With back up and the responding UCPD officers on the way say, for example, “why have you torn parts of the books (or periodical)?” Potential thieves do not wish attention directed at them. Approaching a suspect and offering to help often discourages bad activities, although s/he may simply move to another library or location.
5. Get a good description of the person and share this with the Police and other library units. Ask the police officer for the case/report number.
6. If you see a person who matches the description of someone wanted for questioning in connection with a crime, call UCPD immediately and report out to them.
7. Complete an Incident Report Form. <http://www.lib.berkeley.edu/Staff/Safety/incident.html>

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