

ITEM NUMBER: 7.59 a-d  
CHAPTER 8: Administrative  
Management  
CODE: Policy  
COMPUTER ID: AMPRO-59

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Title:	Unattended Customer Policy
Effective Date:	11-24-86
Authorized By:	Library Board of Trustees
Date of Last Revision:	11/2011

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All customers using the Marathon County Public Library are responsible for their own behavior in order that the general welfare and safety of all customers is provided for.

Children under 8 or persons unable to take care of themselves may not be left unattended or without appropriate supervision at the Library. Neither the County nor the staff of the Marathon County Public Library will have or will assume custodial responsibility for these unattended persons. The County and Marathon County Public Library assumes no liability for these persons.

If a child or person unable to take care of him or herself appears to be left unattended, the staff will try to locate the parents or legal guardian. If the staff cannot locate the parents or legal guardians, the police will be notified.

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## STATEMENT ON UNATTENDED CHILDREN

We welcome you and the child in your care to the Marathon County Public Library. For the safety and well-being of the child, we ask that you remain within sight or sound of any child under age 8. If the child is attending a supervised library program, we ask that you remain available in case of any problems during the program. Groups using the meeting room are expected to provide their own child care during meetings.

Parents are responsible for children's behavior whenever children are in the Library. Library staff cannot assume responsibility for children's safety and behavior.

Plan to pick up older children at least 30 minutes before the Library closes. Authorities will be contacted for any children left at the Library after closing time.

## PROCEDURE FOR STAFF IN DEALING WITH UNATTENDED CHILDREN AT THE LIBRARY

If it is determined that a child is lost or left unattended, a staff member should bring the child to the desk and notify the staff member in charge. Frightened and crying children will be comforted by a staff member who should then try to identify and locate the parents.

1. Walk around the Library with the child looking for the parent. Use the intercom where available to page the parent.
2. When the parent is located, explain the unattended children policy and give them the parent hand-out.
3. If the parent is not found in the building, a staff member should stay with the child until the parent can be located. Use the telephone book, city directory, or the children's library card registration information if necessary.
4. If the parents cannot be located in 15 minutes, the staff member should call the police and transfer the child to their care.
5. Under no circumstances should a staff member take the child out of the building.

## IF A CHILD HAS NOT BEEN PICKED UP AT CLOSING TIME:

1. Twenty minutes (20 minutes) before closing, try to identify any children who may be waiting for rides. Remind them of the closing time and verify that they have made arrangements to be picked up. Allow the telephone to be used if children need to call parents.
2. If a child has not been picked up by closing time, the staff member in charge of that area may wait in the front of the Library with the child for 15 minutes.
3. If the child has not been picked up after the 15 minutes, call the police to pick up the child. You may leave a note on the library's front door telling the parents where their child is.

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LETTER TO SEND WITH CHILD TO GIVE TO PARENTS

Dear

In the interest of safety, the Marathon County Public Library asks that children under 8 years old not be left unattended in the library.

Our staff is happy to serve children of all ages, but they cannot supervise small children while carrying out their work responsibilities.

We urge parents to remember that the Library is a public building, and it is not in the child's best interest to be left unattended. They could wander out of the building, be hurt by doors, steps, or other people. Older children cannot be expected to deal with small children who are anxious, tired, or ill.

If you have any questions, please call Mike Hartkopf at 715-261-7242.

Thank you for your cooperation,

(You sign your name)