



MILWAUKEE
PUBLIC LIBRARY

Paula A. Kiely
Director

April 22, 2016

To: Library Services & Programs Committee of the
Milwaukee Public Library Board of Trustees:
Vice-Chairperson Ald. Milele Coggs, Ald. Ashanti Hamilton,
Joe'Mar Hooper, Dir. Mark Sain *all trustees are welcome to attend*
MPL: Joan Johnson, Michael Weber, Dawn Lauber

From: Paula A. Kiely
Library Director

Re: Library Services & Programs Committee Meeting
May 2, 2016 5:30 p.m.-6:30 p.m.
Central Library Meeting Room 1
814 W. Wisconsin Avenue

MEETING NOTICE AND AGENDA

1. **Permanent Banning.** Director Kiely will seek approval to permanently ban Mr. Christopher Reliford from all Milwaukee Public Libraries.
Attachment A, page 2
2. **Security Update.** Library administration will present an overall library security status report including efforts to support staff.
3. **Bed Bug Policy Approval.** Board approval is requested on a policy related to bed bugs.
Attachment B, page 3
4. **Meeting Room Policy.** Board approval is requested related to an update of the meeting room policy.
Attachment C, page 4
5. **Hours Restoration.** Director Kiely will provide a status report on the hiring process for additional librarians and branch managers to support the expanded 2016 public service hours.

Persons engaged in lobbying as defined in s. 305-43-4 of the Milwaukee Code of Ordinances are required to register with the City Clerk's Office License Division. More information is available at www.milwaukee.gov/lobby or by calling (414) 286-2238.

Please be advised that members of the Milwaukee Common Council who are also members of this body will be in attendance at this meeting. In addition, Common Council members who are not members of this body may attend this meeting to participate or to gather information. A quorum of the Common Council or any of its standing committees may be present, but no formal Common Council action will be taken at this meeting.

PLEASE NOTE: Upon reasonable notice, efforts will be made to accommodate the needs of individuals with disabilities. Make requests to the Library Director's Office at (414)286-3021, 286-2794 (FAX), or Central Library, 814 W. Wisconsin Ave., Milwaukee, WI 53233 Attn: Accommodation Request.

814 W. Wisconsin Ave. • Milwaukee, WI 53233 •

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MILWAUKEE

PUBLIC LIBRARY

April 26, 2016

To: Milwaukee Public Library Board
Services and Programs Committee

Fr: Paula A. Kiely
Library Director

Re: Recommendation to Permanently Ban Christopher Reliford from all
Milwaukee Public Libraries

I support the recommendation from the Library Security Manager to permanently ban Mr. Reliford from entering any City of Milwaukee Public Library.

This patron demonstrated egregiously inappropriate behavior while in the library and violated the Milwaukee Public Library Code of Conduct Policy. I have no confidence that his behavior will improve should he be allowed to return to the library. A permanent ban will help ensure a safe environment in the library for staff and patrons.

Permanent bans, if approved, will give MPL the ability to pursue legal action with the help of the District Attorney's Office if the patron violates the terms of the ban. The patron will have the right to appeal the ban.

Bed Bug Policy

The Milwaukee Public Library staff and Board of Trustees are committed to providing excellent customer service in a safe and inviting atmosphere. Staff and library patrons share responsibilities to ensure this atmosphere is maintained at all times.

On rare occasions, evidence of bed bug activity is found at the library. The Milwaukee Public Library has a procedure for addressing this situation. Patrons can feel confident that we take all cases of bed bugs seriously and we treat or dispose of any contaminated materials promptly.

An individual's library privileges may be suspended due to severe cases or repeated incidents of bed bug activity and material replacement costs may be incurred. Proof of treatment by a professional exterminator may be required at the expense of the individual.

Community Rooms and Conference Rooms/Meeting Spaces, Public Use of

The primary purpose of the library's meeting spaces is for library activities and programs and as such, library programs take precedence over all other use of the spaces.

In support of community activities and in its role as an anchor institution in the neighborhood, the Milwaukee Public Library (MPL) makes its meeting spaces available for use by the public when not in use by the library. Designated Community Rooms and Conference Rooms throughout the library system may be reserved by the public subject to the criteria outlined in this policy.

Contingent on availability, rooms may be reserved up to three months in advance of a date. Same-day walk-in use will be granted on a first-come, first-served basis. Library programs, activities, and events are given priority over all other room uses; in extenuating circumstances, the library reserves the right to preempt any previously scheduled event for MPL use. All meeting spaces have established minimum and maximum limits to ensure patron safety and best utilize library design. Failure to comply with library policy may result in the denial of subsequent requests for meeting room use.

Meeting Spaces throughout the library system include:

Community Rooms

Community Rooms are defined as MPL's larger spaces that hold 50 people or more and where setup can be altered. Community Rooms are available for use by organizations including non-profits, community and neighborhood groups, and organizations for the public good, educational and cultural institutions, benevolent organizations, and government agencies. For-profit agencies may use the space, but not for the purpose of sales or solicitations. A minimum number of attendees is required. Community Rooms can be used for:

Programs: Programs held in library spaces must be for an educational, cultural, civic, intellectual, community service, or charitable purpose. Programs must be free and open to the public. Anyone requesting admittance to the program must be allowed to attend free of charge.

Meetings: Meetings with a restricted invitation list may be held in library community Rooms. Examples include board or administrative meetings, organizational meetings, planning meetings, book clubs, and neighborhood watch group gatherings.

Conference/Study Rooms

Conference Rooms are MPL's smaller spaces with fixed setups that provide a quiet, semi-private setting. Conference Rooms may also be used by organizations for meetings as defined above. Additionally, they may be used by adult individuals (age 18 and over) for meetings and for purposeful research, work, and/or study. These Rooms are not suitable for public programs, and meetings do not have to be open to the public. Maximum room capacities will be enforced. Examples include a staff meeting for an organization, or a free tutoring session.

Policy Number: P0007

Library Board Approvals: 11/25/14

Related Procedures: 2481, 2482

File Name: P0007_Community Rooms and Conference Rooms/Meeting S

Section: Administration

*ATTACHMENT C- p. 1 of 5
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Community Rooms and Conference Rooms/Meeting Spaces, Public Use of Continued

Prohibited Uses

- Money-making or commercial activities including monetary solicitation. The use of the meeting spaces shall not result in financial gain to the community room user or the organization. No profit can be earned from an event held at the library.
- Programs or meetings where an admission fee is charged or raffle held; or those where donations, collections, or fees of any kind are taken.
- Activities involving the sale, advertising, or promotion of products or services or programs, including compilation of mailing lists for any type of future solicitation.
- Social functions or personal/family activities including family reunions, showers, birthday, or other celebrations.
- Entertainment or recreational purposes.
- Unlawful activity.

Parameters

Rooms may be used during library open hours. No one can be admitted to a building before open hours and the meeting or program must terminate and everyone must be out of the building 15 minutes prior to close. To ensure equitable access to meeting spaces, room use is limited to five (5) hours per use, and up to a collective maximum of twelve (12) times per calendar year. The capacity of the room may not be exceeded, and the library reserves the right to move a meeting to an alternate space based on number of attendees. The room must be attended at all times. The applicant must be present during the entire use of the space, should be the last person to leave, and should advise library staff when they vacate the room. The applicant is responsible for relaying usage requirements to all attendees. Children and young people in the group must be adequately supervised by adults at all times. There must be at least one (1) adult present for every fifteen (15) minors. No group, organization, or individual may use the address of any MPL location as a permanent or mailing address.

Reservations will be held for 45 minutes, at which time the space will be released for others to use. Failure to arrive for scheduled reservations multiple times may result in the denial of subsequent requests for meeting room use.

Meeting space users may not post signs, banners, flags, or other displays on the walls or exterior of the library. Exits and doorways may not be covered and must remain unobstructed for fire safety. If there are blinds in the room, these must be kept open.

No advance deliveries will be accepted by the library for meetings or programs. Materials may not be stored at the library before or after a room use. The library will not be responsible for any equipment or items left in the rooms.

Permission to use a space does not imply library endorsement of the views, aims, policies, or activities of any group or organization. Permission to use a space is revocable and does not constitute a lease.

Conduct

Applicant is solely and fully responsible for the space and all of its contents, and for any and all loss/damage to the building, furniture, or equipment, including laptops, projectors and other A-V equipment.

The applicant must manage the orderly behavior of all attendees, and the Library Code of Conduct must be observed at all times. Use of the meeting spaces may not be disruptive of the programs and activities

Community Rooms and Conference Rooms/Meeting Spaces, Public Use of Continued

of the library, nor may it create a public safety hazard. Noise level is subject to regulation by staff. Smoking is not permitted.

In the event of misconduct, library staff may immediately terminate the event/meeting and clear the premises.

Setup, Cleanup, and Equipment

Tables and chairs are available in all rooms for use by groups. Groups assume full responsibility for arranging their own Community Rooms and all spaces must be left in good order. Following the room use, the group must clean and restore the room to its original condition and setup arrangement. If additional custodial assistance is required to clean or repair the facility after the room use, the group will be billed a minimum of \$50 plus any actual cost of any damages.

Central's Krikelas Conference Room offers a laptop, LCD projector, DVD player, and television. LCD projectors are available in all branch library and Central Library Community Rooms. Laptop computers may be available at some branch locations and can be checked out for use inside the community room for patrons who have a laptop agreement on file, when the meeting space is located inside of the security gates. Laptop computers are not allowed outside of the security gates. Library telephones and telephone jacks are for staff use only.

If utilizing laptop computers during a space use, users must work within MPL's computer environment. Users agree to comply with the library's Computer Use Policy and Laptop Agreement, including returning the laptop to staff ½ hour before closing. At the Central Library, laptops must be returned to the Periodicals Service Desk. The library is not able to provide computer instruction or technical assistance for equipment.

Light refreshments may be served by the group. Members of the group are responsible for bringing all serving equipment, napkins, cups, and other supplies needed for the refreshments. The group is further responsible for all food setup and cleanup. Alcoholic beverages are not permitted.

Other Requirements

All groups must comply with the Americans with Disabilities Act (ADA). Groups using the library's spaces must agree to meet ADA requirements and to provide requested accommodations for meetings or programs. The agreement to provide accommodations is to be included in the publicity or notices for each meeting or program as stated below.

Groups are responsible for producing their own notices or publicity for their event. Notices of meetings, flyers, news releases or any other promotional materials describing an event must include the correct library name and address. The library may not be identified as a co-sponsor of a program or meeting. Publicity must also include the following two statements:

- *Permission to use a library space does not imply library endorsement of the aims, views, policies, or activities of any group or organization.*
- *Upon reasonable notice, efforts will be made to accommodate the needs of individuals with disabilities. For more information or to request accommodations, contact us at (your telephone, address, email and/or other contact information).*

For programs, the contact person's name and contact information will be given to anyone who would like more information about the event.

Community Rooms and Conference Rooms/Meeting Spaces, Public Use of
Continued

The library may impose additional reasonable conditions for the use of its spaces to ensure that public or private property is not damaged through use of its facilities, and to ensure that the comfort, convenience, safety or welfare of the public is not disturbed. The library, at its discretion, may require a space user to provide adequate security services and/or insurance. A representative of the library may enter a room and attend any program or meeting held in library facilities.

Any departure from these policies may be made only with written authorization of the Milwaukee Public Library Director or designee. Based on space usage patterns, policies may be revised without notice.

Spaces Procedure and Policy Changes
Recommendations
4/4/16

	Existing Procedure/Policy	Recommended Change	Examples of Challenges
1.	Same day reservations are allowed. Patrons must complete application; staff must enter in Evanced and then scan and send to SSS.	Patrons may walk in and use spaces on a first come, first served basis. Same day use will be recorded for statistical purposes.	-Lengthy process for the patron and feels bureaucratic. -Staff has to relocate patrons already using the room resulting in a poor experience.
2.	No mention of how long a reservation will be held for a patron or group.	Reservations will be held for 45 minutes at which time the space will be released for others to use.	-Reserved space sits empty and same day walk in patrons/groups are unable to utilize the room.
3.	No mention that there may be consequences for non-compliance with the Policy.	Include verbiage: Failure to comply with library policy may result in the denial of subsequent requests for community room use.	-Repeated no shows. -Repeated incidents of not restoring room to original setup arrangement.
4.	No firm minimum and maximum limits for each meeting space.	Set limits for each meeting space to ensure patron safety and to best utilize our library design.	-Currently, reservations for 1 or 2 people are approved for our flexible community rooms that can seat 30 during busy times. Particularly, challenging at libraries with glass walls. -Currently, reservations are approved for groups of 15 for a study room with only 8 chairs. This results in unhappy patrons in an unsafe environment.
5.	No mention that 'no shows' may result in denial of future requests.	Include verbiage: Failure to arrive for scheduled reservations multiple times may result in the denial of subsequent requests for community room use.	
6.	Use of laptops is disallowed in the community room if it is beyond the security gate. This currently affects six branches and Central.	Laptop computers can be checked out for use inside the community room for patrons who have a laptop agreement on file.	Patrons who use community rooms as well as MPL laptops, have repeatedly expressed discontent with staff about inconsistencies on this issue.