



PUBLIC SERVICES MANUAL

Progression Tool Procedures

Date of Origin: 11/13	Procedure Owner(s): Director of Public Services - Operations
Date(s) of Revision:	

PURPOSE

The Progression Tool is used to track details about patron violations of the Rules of Conduct that result in a library ban. Banned patrons are tracked for a period of time in the Progression Tool to assist in consistently administering the progression scale (see Guidelines for Bans). The following guidelines outline how to track library bans in the Progression Tool.

PROCEDURES

All bans should be entered and tracked by library in each cluster's Progression Tool on the Intranet. When a library patron has been banned, library staff should:

1. Search the records for the given library to ensure that the library patron being banned does not already have an entry in the Progression Tool. If the individual is already listed in the Progression Tool for that library location, skip to Step 4. If not, proceed to Step 2.
2. Click "Add new item" and complete the following fields on the form in the window that opens:
 - a. Enter the patron's first and last name, as well as any nicknames or aliases used (if known)
 - b. Select the patron's gender, age and race/ethnicity from the menus.
 - c. Describe any physical attributes of the patron (e.g. height, weight, hair color), as well as distinguishing features (e.g. tattoos, piercings) in the "Description of Individual" text box.
 - d. Select a cluster from the "Cluster" menu.
 - e. Select a library from the "Library Name" menu where the patron has been banned from.
 - f. Indicated the "Date & Time of the Incident #1."
 - g. Enter the name of the staff member who implemented the ban.
 - h. Select the Rules of Conduct Violation for Incident #1 from the menu.
 - i. Describe Incident #1 in a factual and unbiased manner. Use terms that are specific and clearly describe the behavior that occurred.
 - j. Select the length of ban from the "Consequence #1" menu.
 - k. If a photo of the patron is available, staff can attach it to the record by clicking the "Attach File" button at the top of the form. Click "Browse" to select the photo from your computer. Click "Open" and then click "OK."



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3. Click the "Save" button in the upper left-hand corner of the form or at the bottom of the form.
4. When a patron who has already been banned from a particular library repeats the same or different behaviors and are banned according to the progression scale, staff should search the records for the given library to find the library patron entry in the Progression Tool. Then click the "Edit" button to the left of their name.
5. Scroll down to the "Date & Time of Incident #2" field and repeat steps 2e through 2h above for the current incident.
6. Repeat Step 4 and Step 5 each time a patron returns and repeats the same or different behaviors and are banned according to the progression scale.

If a photo of the banned patron becomes available after the first incident, staff can attach it to an existing record by:

1. Searching the records for the given library to find the library patron entry in the Progression Tool. Then click the "Edit" button to the left of their name.
2. Clicking the "Attach File" button at the top of the form. Click "Browse" to select the photo from your computer. Click "Open" and then click "OK."

Please note that the Progression Tool is intended to track the behaviors and subsequent library bans for individual patrons. Staff are neither expected nor encouraged to create entries for groups of patrons that have been asked to leave the library.

ARCHIVING

Because it is KCLS' goal that all patrons remain in good standing with the Library System, patron entries in the Progression Tool will be archived and eventually deleted once their full library privileges have been restored (i.e. 30 days from the most recent incident resulting in a one day ban or at the completion of the most recent consequence on the progression scale). The archiving process is handled centrally by the Community Conduct Coordinator.

DEFINITIONS (if applicable)

- **Library Ban:** Occurs when staff asks a patron to leave the library for one day to one year; is a local decision and does not apply System-wide.
- **Progression Tool:** Used to track details about patron violations of the Rules of Conduct and record increasingly longer library bans.



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SEE ALSO...

- [KCLS Rules of Conduct](#)
- [Guidelines for Bans](#)
- [Progression Tool](#)
- [Ban Letter Template](#)