Minutes: Metro Staff Meeting Notes

9 October 2017

In Attendance: Melissa Kash, Bob Holzmann, Amy Lagers, Adam Brennan, Elizabeth Szkirpan, Jao-Ming Huang, Victoria Wisdom, Bill Laignel, J.P. Moorman, Travis Budd, Natalie Manke

Note Takers: Elizabeth Szkirpan and Travis Budd

Part Time Staff

- At this time, part-time staff cannot participate in certain college activities such as Day of Caring or Professional Development Day. Please ask Melissa about participating in similar events.
- Part-time staff are still eligible to use the college’s Employee Assistance Program (EAP).

Tiered Reference

- Melissa wanted to check in and see how tiered reference is going.
- Natalie and Travis indicated that tiered reference was a little frustrating at first, but we’ve worked out many of the kinks and the structure is nice.
- Melissa asked for communication if tiered reference is not going well.

Referral and Hand Off to Librarians

- Melissa wanted to discuss creating a system for what to do if the research librarian on-shift is out of office and a student needs research help. Rather than referring them to the online research consultation form, Melissa would like circulation staff to take down the student’s information and give it to the librarian or next librarian on-shift. It will then be the responsibility of the librarian to get back to the student.
- Some discussion ensued about what sort of information the circulation staff should take down, whether or not a business card or similar item should be given to the student after their information is written down. It was ultimately decided that something similar to an intake form in the form of an email template would be emailed to all the librarians and the librarian who responds to the student would respond to the other librarians letting them know that they would work with the student.
- Natalie offered to create the email template for this and said that she would send it out for everyone to review soon.

Dealing with Difficult Patrons

- Melissa provided a draft handout of the library’s policy on dealing with disruptive behavior (see attachment).
- Melissa reminded the staff that we do not have to handle difficult patrons and we can work with the campus police department to remove or ban students when necessary.
- After a disruptive incident or a series of disruptive incidents, we can work with campus PD in dealing with community patrons or work with Student Affairs when dealing with difficult students.
- Travis asked about whether or not we should continue to maintain an incident log on disruptive patrons. Travis indicated that there has been some mixed messages on whether this log is good
for removing patrons or if it is a violation of privacy. Melissa said that she would like an email sent to her after all disruptions and for there to be communication to other co-workers, but that she will look in to whether or not we should also maintain an incident log. In the meantime, continue to enter disruptive patrons into the log, email Melissa, and to communicate with co-workers after an incident.

- Melissa also reminded everyone to add campus police to your Skype contacts. You can find them by adding “8888” to your contacts.

**SABO Updates**

- Melissa is going to email out some slides of student mental health resources that Jessica Heavin, the Director of Wellness Services, presented at the most recent SABO meeting. The slides describe what a student in crisis is, counseling resources for students, and contains the phone number for the Student Assistance Program (1-800-327-2251).
- Remember that “crying is not a crisis.” There is a difference between a student who is upset and a student who is truly in crisis.
- Please see attached PowerPoint from Jessica Heavin if you have any other questions about students in crisis.
Red Folder

- Melissa would like for us to start using “Red Folder” as a code phrase for “Call campus police.” If you are in need of campus police but do not want to aggravate a situation with a patron, ask a co-worker for the “red folder.” If a co-worker asks you for a red folder, please call campus police immediately.

Open Floor

- Per an earlier discussion, Travis looked into how the library is paid by Better World Books. Profits from Better World Book sales are sent to Central and are then distributed amongst campuses.
- Bob, Adam, and Jao-Ming would like to meet with Melissa regarding library assessment. They are working to set up a meeting time.
- J.P. is working to decide how many labels the library will need for new book orders this upcoming year. He will email Melissa with his estimate soon.
- Melissa mentioned that she is looking into getting a panic button for the library. The college is evaluating current safety measures and panic buttons or cameras may be a possibility in the future.
Metro Library Staff Meeting Running Agenda

October 9, 2017

Note Taker:

• Part-time staff and benefits (i.e. training, Day of Caring, etc.)
• Tiered Reference/Information Desk Staffing
• Referral/handoff of questions to Librarians when a Librarian isn’t available
• Dealing with Difficult Patrons
• Updates from Supervisors and Budget Owners (SABO), Formerly Academic Council meeting
• Red Folder
• Library security – locking doors
• Open Floor

November 2017

Note Taker:

• Patron Triage [Travis]
• Dealing with Clingy Patrons [Natalie]
• Open Floor
Dealing with Disruptive Behavior in the Library
Metro Campus Library – Tulsa Community College

1) Identify patron disruptive behavior.
   - Refer to the Library Guidelines at
     http://library.tulsacc.edu/id.php?content_id=34844951. For guidance on disruptive
     activity and noise, see page 13.
   - Refer to the Student Handbook at
     http://mycontent.tulsacc.edu/New%20Student%20Orientation/Student_Handbook_2
     017-2018_(2).pdf. For information about prohibited activity, see page 100.
   - Consult with your colleagues or the Library Director if necessary.

2) Whenever possible, let a co-worker know what you are about to do and ask them to watch
   out for you. Your co-worker should be ready to call Campus Safety.

3) Ask the patron to stop the behavior. Explain that their behavior is disrupting the learning
   environment.

4) If the behavior continues, ask the patron again to stop the behavior. Tell them that if they
   continue the behavior, then you will call Campus Safety to have them removed from the
   Library for the remainder of that day.

5) If the behavior continues follow through by calling Campus Safety to have them removed.

6) Document the interaction by sending an email message to the Library Director. Include the
   patron’s name. Focus on the events and facts, rather than feelings or interpretation.

7) The Library Director will communicate with the Dean of Student Affairs if the patron is a
   student or Campus Safety if the patron is a community patron about next steps.

8) If the patron continues unacceptable behavior in the Library again, follow steps 1-6.

9) The Library Director will communicate with the Dean of Student Affairs if the patron is a
   student or Campus Safety if the patron is a community patron about next steps.

Deal Breakers:

Contact Campus Safety immediately if a patron is having a crisis, verbally or physically violent, looking
at pornography, doing something illegal, or you just don’t feel it is safe to approach the patron
yourself.

Call 911 in case of medical emergency.
Confidentiality of Library Records

The TCC Library takes confidentiality very seriously. It is against TCC Library rules to disclose information from a patron’s library record to any other parties, without the express consent of the patron. Law enforcement personnel requesting confidential information are referred directly to the Dean of Libraries or the appropriate college administrator if the Dean of Libraries is unavailable.

Disruptive Activity and Noise

- Conversation and noise should follow the guidelines for the area of the TCC Library in which it occurs as indicated by the signage in that area.
- Patrons may be asked to lower their voices or leave the TCC Library if their conversation or activity disrupts the learning environment.
- Phones are permitted in the TCC Library and subject to the same restrictions as normal conversation. Ringers should be turned off.

Minors in the Library

- The term “Children” refers to minors less than 16 years of age.
- Children must be accompanied by a parent or caregiver at all times.
- Patrons with children who disrupt the TCC Library environment will be asked to leave.
- If children are left in the TCC Library unattended, Campus Police will be notified.

Laptop Computers

- Faculty and currently enrolled students may check out laptops.
- Laptops may not leave the TCC Library.
- Removing a laptop may result in a fine of up to $500.
- Patrons are required to complete a Materials & Devices User Agreement Form once per year.
- Patrons may check out one laptop with mouse and power cord for a 2 hour period.
- All damaged or lost equipment will be charged to the responsible patron.
- The TCC Library is not responsible for any damage or loss to user’s data that may occur due to malfunction of TCC Library hardware/software.

Equipment Replacement Charges
- $1,000.00 - Dell Laptop computer
- $149.00 - 60 watt AC Power adapter
- $30.00 - Optical mouse
- $75.00 - Carrying case
Inquiries may be made externally to:

Office for Civil Rights (OCR)

*Kansas City Office*
U.S. Department of Education
One Petticoat Lane
1010 Walnut Street, Suite 320
Kansas City, MO 64106
Telephone: (816) 268-0550
Facsimile: (816) 268-0559
Email: OCR.KansasCity@ed.gov

During the investigation and/or grievance process for complaints of sex discrimination, the College may take a number of interim actions in order to ensure the preservation of the educational experience and the overall College environment of the party bringing the complaint. These actions may include, but are not limited to: imposing a no contact order on the responding party; changes in academic schedules or assignments for one or both parties and interim suspension of the responding party.

To read more about Title IX of the Education Amendments of 1972, please visit: http://www.dol.gov/oasam/regs/statutes/titleix.htm.


For more information about the legal rights of college students to a safe education free from gender-based harms see *Know Your Title IX: Empowering Students to Stop Sexual Violence* at http://knowyourix.org/.

3. PROHIBITED CONDUCT

3.1. Academic Misconduct

Cheating, plagiarism, unauthorized collaboration, alteration of academic materials or other academic misbehavior. View online at http://www.tulsacc.edu/student-resources/student-handbook.

3.2 Disorderly Conduct

3.2.1 Behaving in a disorderly, lewd, indecent manner or breaching the peace on College property or at College-sponsored activities. Examples may include any social
media, nonconsensual photography, video or audio recording of another person on College premises when such recording causes or is likely to cause injury or distress.

3.2.2 Disrupting or obstructing normal College or College-sponsored or hosted activities, including, but not limited to: studying, teaching, research, College administration or fire, police or emergency services on College premises or at College sponsored activities off campus.

3.2.3 Failing to comply with the lawful directions of any College employee acting within the scope of their official duties or failing to identify oneself to such a person when requested to do so.

3.2.4 Interfering with the Conduct Process:

3.2.4.1 Failure to obey the notice from a Student Conduct Committee or College official to appear for a meeting or hearing as part of the Student Conduct process.

3.2.4.2 Falsification, distortion, disruption, misrepresentation or interference with information during the student conduct process.

3.2.4.3 Filing a complaint/grievance in bad faith.

3.2.4.4 Attempting to discourage an individual’s proper participating in, or use of, the student conduct process.

3.2.4.5 Attempting to influence the impartiality of a member of a Student Conduct Committee prior to, and/or during the course of the Student Conduct Committee proceeding.

3.2.4.6 Harassment (verbal or physical) and/or intimidation of a member of a Student Conduct Committee prior to, during, and/or after a student conduct proceeding.

3.2.4.7 Failure to comply with the sanction(s) imposed under the Student Code of Conduct.

3.3 Forgery, Falsification, Theft

3.3.1 False Representation: Knowingly making false representation to the College in any form, written or verbal by omission or submission.
3.3.2. Forgery or Unauthorized Use: Forging, possessing or using without authorization College documents or records, financial aid documents, computers, electronic mail, telephones, identification or College property.

3.3.3 Taking of Property: Intentional unauthorized taking of College property or the personal property of another, including goods, services and other valuables.

3.3.4 Stolen Property: Knowingly taking or maintaining possession of stolen property.

3.4 Failure to Comply with Information Technology Policies

Failing to comply with the College Information Technology policies. Policy is available online at: http://www.tulsacc.edu/student-resources/student-handbook.

3.5 Safety Risk/Damage to College Community

3.5.1 False Reporting: Knowingly making a false report of a bomb, fire or other emergency.

3.5.2 Fire Safety: Engaging in, tampering with, or any other misuse or unauthorized use of firefighting equipment, fire sprinkling systems and other safety equipment or warning devices, and failure to evacuate when a fire alarm is activated.

3.5.3 Property Damage: Intentional, reckless and/or unauthorized damage to or destruction of College property, or facilities affiliated with the college, or the personal property of another.

3.5.4 Unauthorized Entry: Misuse of access privileges to College premises or unauthorized entry to or use of buildings, including trespassing, propping or unauthorized use of alarmed or secured doors for entry into or exit from a College building.

3.5.5 Rioting: Causing, inciting or participating in any disturbance that presents a clear and present danger to self or others, causes physical harm to others, or damage and/or destruction of property.
3.6 Personal Safety

3.6.1 Harassment, Threats, and Bullying: Engaging in subjectively or objectively offensive verbal abuse, threats, intimidation, harassment, coercion, bullying or other conduct that threatens or endangers the mental or physical health/safety of any person or causes reasonable apprehension of such harm that is persistent, severe, or pervasive.

3.6.2 Hazing: Engaging in any action or activity that causes or is likely to cause reckless or intentionally physical or mental discomfort or distress, that may demean, degrade, or disgrace any person, regardless of location, intent or consent of participants, for the purpose of initiation, admission into, affiliation with, or as a condition for continued membership in a group or organization. Apathy or acquiescence in the presence of hazing are not neutral acts; they are violations of this rule.

3.6.3 Physical Violence: Engaging in physical violence of any nature against any person, on or off campus. This includes fighting, assaulting; battering; using a knife, gun, or other weapon; physically abusing, restraining or transporting someone against their will; or acting in a manner that threatens or endangers the physical health or safety of any person or causes reasonable apprehension of such harm.

3.6.4 Weapons: Possessing, using, or storing firearms, explosives (including firecrackers), weapons or dangerous chemicals on College property or in the course of any College activity, except as specifically authorized under applicable state law. This includes, but is not limited to, BB guns, air soft guns, paintball guns, knives, swords, crossbows, handguns, shotguns, and rifles.

3.7 Violation of the College's Sexual Misconduct Policy

3.7.1. Dating violence: Dating violence is committed by a person who is or has been in a social relationship of a romantic or intimate nature with another person. The existence of such a relationship shall be determined based on consideration of the following factors: length of relationship, type of relationship, and frequency of interaction between the persons involved in the relationship. Dating violence includes, but is not limited to, sexual or physical abuse or the threat of such abuse. Dating violence does not include acts that meet the definition of domestic violence.

3.7.2. Domestic Violence: Domestic violence is a crime of violence committed by a:  
a) Current or former spouse or intimate partner of victim;  
b) Person with whom the victim shares a child in common;  
c) Person who is cohabitating with or has cohabited with the victim as a spouse or intimate partner; or
d) Person similarly situated to a spouse of the victim. Domestic violence is a pattern of abusive behavior in any relationship that is used by one partner to gain or maintain power and control over another intimate partner. Domestic violence can be physical, sexual, economic, or psychological actions, or threat of actions that influence another person

3.7.3. **Sexual Misconduct:** Engaging in non-consensual contact of sexual nature. Sexual misconduct may vary in its severity and consists of a range of behavior or attempted behavior including, but not limited to, the following examples of prohibited conduct:

a) Unwelcome sexual touching: Touching an unwilling or non-consensual person’s intimate parts (such as genitalia, groin, breast, buttocks, mouth, or clothing covering the same); touching an unwilling person with one’s own intimate parts; or forcing an unwilling person to touchy another’s intimate parts.

b) Exposure: Engaging in indecent exposure, sexual acts in a public place, voyeurism, or non-consensual person with any object or body part.

c) Non-consensual sexual assault: Penetrating any bodily opening of an unwilling on non-consensual person with any object or body part.

d) Forced sexual assault: Penetrating any bodily opening of an unwilling or non-consensual person with any object or body part that is committed either by force, threat, intimidation, or though exploitation of another’s mental or physical condition (such as lack of consciousness, incapacitation due to ingestion of drugs or alcohol, age or mental disability) of which the respondent was aware or should have been aware.

3.7.4 **Stalking:** Stalking refers to one who engages in a course of conduct directed at a specific person that would cause a reasonable person to fear for his or her safety or the safety of others or suffer substantial emotional distress.

a) Course of conduct means two or more acts, including, but not limited to, acts in which the stalker directly, indirectly, or through third parties, by any action, method, device, or means, follows, monitors, observes, surveils, threatens, or communicates to or about a person, or interferes with a person’s property.

b) Reasonable person means a reasonable person under similar circumstances and with similar identities to the victim.

c) Substantial emotional distress means significant mental suffering or anguish that may, but does not necessarily, require medical or other professional treatment or counseling.
3.7.5 Effective Consent: is informed, freely and actively given, using mutually understandable words or actions that indicate a willingness to participate in mutually agreed upon sexual activity. Initiators of sexual activity are responsible for obtaining effective consent. Silence or passivity is not effective consent. The use of intimidation, coercion, threats, force or violence negates any consent obtained. Consent is not effective if obtained from an individual who is incapable of giving consent due to lack of consciousness, age, mental disability or incapacitation due to ingestion of drugs or alcohol.

For more information, find the College Sexual Misconduct on page 71.

3.8 Misuse of Alcohol, Drugs, Tobacco, Gambling

3.8.1 Alcohol: Illegally manufacturing, consuming, possessing, distributing, selling or serving alcoholic beverages on College premises or at College-sponsored activities regardless of age, except as expressly permitted by College policy. Find the College alcohol policy online at: [http://www.tulsacc.edu/sites/default/files/file_attachments/studentcode.pdf](http://www.tulsacc.edu/sites/default/files/file_attachments/studentcode.pdf).

3.8.2 Drugs: Acting or intending to act to illegally use, possess, sell, share, distribute, cultivate, manufacture or be under the influence of any state or federally controlled drug or substance. Possessing drug paraphernalia. Inhaling or ingesting any substances (e.g., nitrous oxide, glue, paint, etc.) that will alter a student’s mental state. Knowingly providing a location for individuals to possess or consume drugs or knowingly being in the presence of drugs are also prohibited. Policy is available online at: [http://www.tulsacc.edu/sites/default/files/file_attachments/studentcode.pdf](http://www.tulsacc.edu/sites/default/files/file_attachments/studentcode.pdf).

3.8.3 Use of Tobacco: Use of tobacco to include smokeless tobacco and e-cigarette devices/vaping are prohibited. Policy is available online at: [http://www.tulsacc.edu/sites/default/files/file_attachments/studentcode.pdf](http://www.tulsacc.edu/sites/default/files/file_attachments/studentcode.pdf).

3.8.4 Gambling: Illegal gambling for money or other things of value on College property or at College-sponsored activities.

4. STUDENT CONDUCT CODE PROCEDURES

4.1 Complaints

4.1.1. Any member of the College community (faculty, staff or student) or any person who is unaffiliated with the college who has knowledge of an alleged violation of the Student Code of Conduct may file a complaint against a student alleging that a