Unattended Children and Vulnerable Person Policy

•Aurora Public Library is dedicated to providing a welcoming and safe environment for customers of all ages and abilities. Sharing this environment with other people requires that everyone follow Aurora Public Library's Customer Rights and Responsibilities policy available in brochure format at each library building and on the Library website.

•Library staff value the wellbeing of all patrons and recognize the sole responsibility of parents and caregivers for the conduct/ behavior, safety, and supervision of those in their care. We respect the privacy of all library patrons and will only intervene when a patron demonstrates vulnerability. A vulnerable patron is anyone unattended who is deemed by staff to not be sufficiently capable or mature enough to be on Library premises without supervision. Parents, guardians, and caregivers acknowledge the risk of leaving a vulnerable person unattended in the library and release the city from all claims which they may have or which they may have on behalf of their child/ward.

Procedures

- Any patron who violates the 'Customer Rights and Responsibilities' policies may be required to leave the library. If a patron is deemed vulnerable, a good faith effort will be made to contact parents/caregivers. If the parent/caregiver cannot be found or contacted, the police will be called for assistance and the patron will be put in their care. If the police are called, library staff will document what happened in the City of Aurora's Incident/Accident Report form and promptly route the report to Library administration.
- In the case of a vulnerable person at closing, two staff members should stay with the patron until they can be placed into appropriate care.
    - o If a parent/ caregiver is contacted and can arrive within a reasonable amount of time, staff will wait with the patron.
    - o If a parent/ caregiver cannot be contacted or cannot arrive within a reasonable amount of time, staff will contact non-emergency services, and wait until they arrive.