Rules of Conduct

Welcome to the Los Angeles Public Library. The Library's first priority is public service. Every day, thousands of people visit the Los Angeles Public Library to read, select materials, use electronic resources, attend programs and request information from staff.

The Board of Library Commissioners has established Rules of Conduct so that library users and staff have a clean, pleasant and safe environment. We need your cooperation to reach this goal.

The following are prohibited at the Los Angeles Public Library:

1. Engaging in any activity prohibited by law.
2. Disruptive or unsafe behavior including interfering with library employees in the performance of their duties, or obstructing or intimidating patrons of the library, or entering non-public areas without authorization (California Penal Code Section 602.1(b)).
3. Use of loud, abusive, threatening or insulting language.
4. Sexual misconduct such as exposure or threatening touching.
5. Activities or behavior that may result in injury or harm to any library patron or staff member, including challenging another person to fight or engage in any fight. Weapons of any kind are prohibited on Library property.
6. Patrons with hygiene conditions, including, but not limited to, clothing odor, body odor and lice, that interfere with the use and enjoyment of the library by other library patrons or with the functioning of library staff.
7. Activities or behavior that may result in damage to library property, including making any attempts to damage computer equipment or alter software configurations.
8. Eating, drinking or displaying open food or liquid containers, except in areas designated for those purposes and/or when served with prior approval of the Library.
9. Sleeping, smoking or misuse of Library restrooms or water fountains (including bathing, shaving, and changing or washing clothes).
10. Animals, except for service dogs.
11. Bicycles, shopping carts, or other large wheeled conveyances are not permitted inside library buildings. Wheelchairs and strollers are only permitted if being used for the transport of an adult or child. Skates, skateboards, and collapsible scooters must be carried while on library premises.
12. Petitioning, soliciting or distributing/selling merchandise without the express permission of the City Librarian.
13. Unnecessary noise, including the use of cell phones, pagers, headphones, and other communication, audio and electronic devices which disturbs other patrons or staff.
14. Staring at, or following, a patron or staff in a manner that reasonably can be expected to disturb him or her, including photographing or filming persons without prior approval from a senior staff member.
15. Monopolizing library space, seating, tables, stairways or equipment to the exclusion of other patrons or staff, or obstructing aisles or doorways with personal belongings.

In addition:
The Library is not responsible for children who are left unattended in or on the grounds of the library. Misconduct or misuse of library property on the part of juveniles will be reported to their parents.

The Library is not responsible for personal items that are lost, stolen or damaged in or on the grounds of the library.

Patrons shall wear garments covering the upper and lower torso of their bodies. Shoes must be worn at all times.

Enforcement:
The above enumerated rules are not intended to be a complete list of violations, but are intended for guidance only. Library staff and/or local law enforcement officers are authorized to expel persons who, advised of the regulations above, fail to comply with them. Such personnel also reserve the right to take appropriate action(s) against any other behavior which can reasonably be deemed to be offensive to library patrons or staff.

The Los Angeles Public Library reserves the right to restrict the use of its facilities and premises to persons who do not abide by the Library's Rules of Conduct. Failure to comply with the Library's established rules and policies could result in expulsion from the Library and revocation of Library privileges for a period of one day to one year, or in arrest and prosecution under California Penal Code Section 602.1(b).

Any person whose privileges have been denied or revoked for more than 30 days shall have a right to appeal to the City Librarian. Except for violations of Rule 2, enforcement will be held in abeyance pending the appeal. The appeal must be filed within seven (7) calendar days of the date that the patron is notified that the patron's privileges have been revoked. The decision of the City Librarian shall be final and conclusive.

The Los Angeles Municipal Code Section 63.93 Cites Additional Library Regulations

Trespass Warning
Individuals who interfere with the employees of any library in the performance of their duties, or obstruct or intimidate patrons of this facility, or enter non-public areas without authorization, will be requested to leave. Individuals refusing to leave after such request will be subject to arrest and prosecution under California Penal Code Section 602.1(b)

Unattended Items
Do not leave bags or other items unattended outside or inside the library.

All unattended items will be removed. Contact 213-624-2425 to retrieve items.

No Pets Allowed
Only service dogs specifically trained to assist a person with a disability are allowed to enter the library building.
HANDLING DIFFICULT SITUATIONS WITH LIBRARY PATRONS
Approved by Oakland Public Library Administration
September 2011 version

The Oakland Public Library System seeks to provide materials and services to the public in an environment that is safe, pleasant, and conducive to comfortable library use.

The purpose of the Oakland Public Library’s Guidelines for Behavior [http://www.oaklandlibrary.org/staff/Forms/staff_guidelines_for_behavior.pdf] is to protect the rights and safety of library patrons; to protect the rights and safety of staff members; and to preserve and protect library materials, facilities, and property.

These guidelines apply to all buildings, interior and exterior, and all grounds controlled and operated by the City of Oakland’s Oakland Public Library and to all persons entering in or on the premises.

It is absolutely essential that all our patrons be treated equally. Do not let a patron’s age, appearance, language skills or other irrelevant factors influence the way you handle a difficult situation.

BEFORE PROBLEMS ARISE

- The Oakland Public Library’s Guidelines for Behavior [http://www.oaklandlibrary.org/staff/Forms/staff_guidelines_for_behavior.pdf] must be posted in a visible location so patrons and staff know what behaviors are prohibited. The failure by patrons to observe these rules may result in the loss of library privileges.

- Have a plan. You can’t prepare for everything, but you and your co-workers can discuss who will do what in different situations. Discuss and prepare for safety and security concerns at staff meetings or hold regular special meetings for this topic.

- Get to know your local police officers, particularly your “beat officer”. [http://www.oaklandpolice.com/geninfo/phonendir.pdf] There may be occasions when you can ask the beat officer to show up at the library to check out a situation of concern that is not an emergency.

- The library is not responsible for the safety of a child left unattended in the library even if they are removed for disruptive behavior. Parents are responsible for the safety and behavior of their children. Please refer to the “Child Safety Policy” or speak to your location’s Children’s Librarian for more guidance on this issue.

- An Oakland Public Library Incident Report [http://www.oaklandlibrary.org/staff/Forms/INCIDENT_REPORT.doc] should be written whenever an adult patron is removed, or whenever a juvenile patron is removed for longer than the remainder of the day, or when the incident is serious enough to result in a written complaint from the patron to Library Administration. An incident report should be written by the staff member involved and any staff witnesses. The supervisor should include his/her remarks in the designated area on the form.

  o When writing an incident report, quote the specific language the patron used and provide specific details. Do not write, “He looked threatening.” but rather, “He leaned over the desk and shouted ‘I know where you live, you @&!$.’”

  o It is essential to document in writing all incidents in the event that the library decides to take legal action against an offender or needs to defend against any potential legal claim by a patron.
WHEN A PROBLEM OCCURS

IDENTIFY THE CLASS OF PROBLEM BEHAVIOR AND TAKE APPROPRIATE ACTION

Staff reactions to particular patron behavior will depend on circumstances and may vary according to individual interpretation of the situation. It is important that staff members try to respond appropriately to each type of behavior. If you are not sure how to respond to problematic patron behavior, please consult with your supervisor or the person in charge.

Class I: Seriously disruptive, possibly dangerous behavior
Includes, but is not limited to:
- Challenging another person to fight or engaging in any fight.
- Using abusive, threatening, or harassing language.
- Physically abusing or assaulting other patrons or staff.
- Being under the influence of alcohol or drugs to the extent that one is unable to exercise care for one's own safety or the safety of others.
- Displaying weapons.
- Following or staring at or persisting in paying unwanted attention to another, with the intent to harass.
- Exposing one's private parts or engaging in any sexual act.
- Soliciting any unlawful sexual act; or engaging in sexual harassment.

Class I offenses call for immediate ejection from the Library by library staff, security guards, or the police.

If a patron refuses to comply with requests from staff, displays a weapon, engages in violent behavior toward staff or property, threatens violence or appears likely to commit violence, call the police. Any staff member should call the police if he or she feels threatened or in danger.

- Landlines call 911 or 9-911
- Cell phones call (510) 777-3211 for the OPD Direct Access Emergency Number
  o 911 dialed on a cell phone in Oakland will be received by the California Highway Patrol, resulting in a delay
- Non–Emergency Number: (510) 777-3333
- Patrol Desk: (510) 238-3455

SCRIPT

My name is (name). I am calling from the (branch) location of the Oakland Public Library at (address). We have an emergency with a person here who is (describe patron's behavior & stress if violence has occurred or is about to occur, as dispatchers give violent situations top priority when sending out officers.).

Dispatchers may ask questions for police records (including your name and the number you are calling from). Answer their questions as thoroughly as possible. They may be asking these at the same time they're dispatching an officer.
Class II: Minor infractions of rules

Includes, but is not limited to, behaviors that do not appear potentially dangerous:
- Body odor
- Begging/solicitation
- Persisting, after a warning from staff, in creating any unreasonable noise including loud talking, singing, running, boisterous activity and the playing of audio equipment of any type, which disturbs other patrons or staff.
- Eating or drinking in prohibited areas
- Monopolizing staff time with issues not related to library services
- Sleeping

Warn the patron that if their conduct does not change, they may be asked to leave the Library for the day.

Depending on the level of seriousness, Oakland Public Library may employ one or more of the following four consequences: verbal warning, expulsion, suspension of a library privilege(s), or barring the patron from the library for a specified period of time.

Some examples of suspension of privilege(s) might include, but is not limited to:
- Not being allowed in a (or any) library facility for a specific period of time.
- Not being allowed to use a public Internet terminal for a specific period of time.
- Not being allowed to check out materials (or a different limit on how many items can be checked out than standard) for a specific period of time.
Some Important General Tips:

- It is often appropriate to give more than one warning before asking a patron to leave the library, but this is not required depending on the seriousness of the offense.
- Try to balance the warning or action with the severity of the infraction.
- If you give an oral warning, document and save this information in a log or file.
- If the patron persists in violating rules after being warned, a security guard or person in charge may tell the patron they will have to leave for the remainder of the day.
- Security guards (with or without additional staff members as backup support) may be called to help escort the patron from the library.
- To suspend a library patron for more than one day, the supervisor can follow the “Guidelines for Suspension of Library Privileges or Barring a Patron for a Specific Period of Time”. (see page 6)
- A patron has a right to complain. Just listening to an irate patron will frequently go a long way toward calming them down. Telling them that you understand why they are upset often helps. And always bear in mind that an angry patron’s complaint may be justified.
- A patron also has a right to fill out a comment form, leave a written complaint or speak to the staff member in charge if they wish.
- Even if a patron’s statements or behavior leave you feeling angry, do not let the patron see that.
- If you feel that you are too angry to handle a situation properly, tell the patron that there's someone else who will be able to help them better, and ask your supervisor or the person in charge to help.
- Be alert to escalating situations. Try to maintain awareness of interactions between patrons and other staff, as well as patrons and other patrons, so that if an exchange begins to escalate you can support your colleagues by seeking or providing help early.
- Don’t let yourself be drawn into an argument. Calmly repeat your request or response, even several times if necessary.
- Don’t yell, swear, or threaten. If you do, you’re letting the angry patron set the tone of the interaction and you could be accused of harassment. If you stay calm and courteous, you’ve acted in a professional manner. If the patron is yelling, try lowering your own voice.
- Don’t feel that you have to "win" or get the last word.
- If an angry patron focuses on one staff member, consider signaling another staff member to "take over" the situation while the first staffer leaves the conflict and alerts a supervisor or the person in charge.
- You do not have to tolerate abusive behavior.
- If a patron swears at you or calls you names, then you may, using a courteous tone, tell the patron you cannot assist them if they continue. If they continue, get the person in charge.
- If a telephone patron continues to speak to you abusively after having been warned, you may hang up after telling the patron that you are going to do so.
- If you are about to step into a difficult situation, alert another staff person to monitor the exchange and to get help if it escalates.
- If it seems that a situation might become potentially dangerous, two staff (or a security guard) may want to approach the patron together.
- If possible, speak to an angry patron aside from other patrons (or a line), but DO NOT go into an isolated area alone with the patron, such as an elevator or private office, or outside the library after closing.
Guidelines for Suspension of Library Privileges

For use in the event of repeated ejections or egregious violations of Oakland Public Library’s Guidelines for Behavior

- If possible, when an offender is ejected, he or she should be given a warning that violations of Oakland Public Library’s Guidelines for Behavior may result in suspension from the library for a specific period of time. A verbal warning and reference to the posted rules is sufficient. Document the verbal warning with as much information as you can (you might not know the patron’s name, etc).

- After a patron has been ejected for a Class I offense or for egregious violations of Oakland Public Library’s Guidelines for Behavior resulting in multiple warnings, the Branch/Unit Manager and Supervising Librarian can decide together if an extended barring or some other variation of a suspension of library privilege is warranted.

- When a suspension of longer than one week is recommended, the Supervising Librarian or Branch Manager/Unit Head will consult with Library Administration and draft a letter to the offending party defining the length of suspension, citing the rule violations that are prompting the suspension, and describing the library’s procedures for appealing the suspension.

- A form letter may be used, if prepared and approved in advance by Library Administration, and completed to describe the incident with required information. (see page 8)

- The letter should be sent by certified mail. If the person’s name or mailing address is not known or obtainable, the letter can be hand delivered if the patron returns to the library, with a copy retained and signed by the staff member or security guard who hand delivered it.

- If the offending party refuses to take the letter, the person who attempted delivery should document what happened, keep a copy of the letter on file and have the original available for pick up by or handing to the intended recipient.

- Depending on the details of the suspension, the Deputy Director may seek approval from the City Attorney’s office before the letter is delivered.

- If possible, appropriate staff should be notified of the suspension prior to the letter being sent. This may include, but is not limited to, Main Library Unit Heads, the Branch Managers, the Deputy Director, the Director, and the Security Guards.

Temporary Restraining Order

If a Temporary Restraining Order is desired, the appropriate Supervising Librarian should consult with the staff of the labor/employment unit of the City Attorney’s Office at the direction of the Deputy Director.
APPEALS PROCEDURE FOR PATRONS WITH PRIVILEGES SUSPENDED FROM THE LIBRARY
adapted with permission from Berkeley Public Library

Procedures for Request for Extensive Suspension Review:
You have a right to a review regarding your suspension from the Oakland Public Library. If you want to have a review:

1. Complete Form: Request for Extensive Suspension Review – Patron Appeal Form
2. Return response form to the library that issued this suspension.
3. Form must be received by Library within 7 calendar days from the date of the suspension.

Extensive Suspension Review Panel Procedures:
1. The Extensive Suspension Review Panel will be comprised of 2 Supervising Librarians (or administrator) and the appropriate unit/branch head.
2. Appropriate library staff or patrons that were witnesses to the incident(s) may be asked to comment.
3. The suspension will be withdrawn if the Extensive Suspension Review Panel determines, by a preponderance of evidence, that you did not engage in the behaviors that are cited on the Notice of Suspension and that the suspension is unwarranted.

Extensive Suspension Review Panel Determination:
1. Within 5 days of the date of your hearing, the Panel will mail you a written determination that will include the findings in support of the decision.
2. If you do not have a mailing address, you may to pick up a copy of the review determination at the Main Library after 5 days.
3. The Extensive Suspension Hearing Panel's decision is final.
Customer Conduct Policy

ID#:
PL_249

Supersedes/Appendendum:
DISRUPTIVE BEHAVIOR LIST and CUSTOMER CONDUCT POLICY, KING LIBRARY

Statement of Policy & Text

No one may engage in conduct that interferes with anyone else’s ability or right to use and benefit from the Library facilities. (See Guidelines below for types of unacceptable conduct.)

Customers/users who engage in such conduct may receive a warning from the Library staff and/or an opportunity to cease the violation or leave the Library.

Illegal activity, any willful or repeated violations of conduct or other posted Library regulations (e.g. computer use rules), may result in removal from the facility and/or suspension of Library privileges. Where authorized by Federal, State or local law, conduct violations may also result in arrest. Enforcement will be by Library staff and/or Library Security and, if necessary, San José Police Department and/or University Police Department as appropriate.

State law permits library staff to search purses, bags, parcels, briefcases, and other packages. To prevent the theft of books and library materials, state law authorizes the detention for a reasonable period of any person using these facilities who is suspected of committing library theft (California Penal Code section 490.5).

Need for the Policy

The library serves all customers/users in an equal manner, and so is open to everyone. The Library’s goal is to make information and literature available to every person in a secure, relaxing, and pleasing environment that supports education, reading, research, and learning.

To enable the library to fulfill its mandate to allow all customers to enjoy the Library facility and participate in Library programs in peace and safety, regulations must be set to govern Library conduct. (See References.) These regulations also cover penalties for infractions and, when appropriate, removal from and denial of access to the Library.

Requirements & Guidelines

SJPL and SJSU Libraries strive to provide an environment for customers that:

- Is free of disruptive activity.
- Has confidential access to library materials.
- Has library materials that are complete and not defaced.
- Has surroundings free from any kind of smoke and carelessly discarded waste materials.
- Has quiet areas for individuals to study and to engage in research.

Customer/user conduct is unacceptable if it:

- Impedes other persons from a timely use of facilities or materials.
- Excludes others from using the library for its intended purpose.
- Results in injury to oneself or others.
- Results or may result in damage to library materials, building, or equipment.
Examples of unacceptable conduct include, but are not limited to, the following:

Behaviors that disturb the normal functioning of the Library:

- Engaging in illegal activities.
- Being in possession of or under the influence of alcohol or illegal drugs while in the library.
- Smoking, including the use of electronic or vapor cigarettes, inside library facilities or within twenty five feet of the library entrance.
- Only covered drinks may be consumed during computer use. No customer is permitted to leave food and drink residue or otherwise create a custodial workload on library property.
- Creating loud noises that are disruptive to other customers is not allowed.
- Causing strong pervasive odors that constitute a nuisance to others is not permitted.
- Wearing gang-related apparel or using gang-related gestures. The library is a gang-free facility.
- Any activities that are intended to interfere with or disrupt computer networks, library services, or equipment.

Creating a disruptive or unsafe environment:

- Illegal behaviors such as acting in a lewd or lascivious manner; voyeurism; peeping.
- Harassing, threatening, assaulting, fighting, challenging to fight or intimidating staff or other customers, including physical, sexual, racial, or verbal abuse.
- Bringing weapons into the library.
- Vandalizing library facilities, equipment, or materials.
- Soliciting, petitioning, panhandling, or gambling.
- Removing library materials without checkout.
- Behaviors prohibited by other library policies.

Inappropriate use of facilities or equipment:

- Using restrooms inappropriately, such as for bathing, laundering, or loitering.
- Blocking aisles or any other passages in such a way as to prohibit free flow of pedestrians, strollers, or wheelchairs.
- Using furniture or building facilities in ways which may cause damage or excessive or unreasonable wear, e.g. lying down, putting feet on the chairs/walls, etc.
- Using electronic devices or any other noisemakers that interfere with other library users, except when authorized by library staff.
- Leaving young children unattended anywhere in the library, including the children’s areas. A parent, guardian, or other responsible adult must accompany any children who do not know their first and last names, their phone number, and the first and last name of the person who brought them to the library.
- Bringing any animals except service animals, or animals authorized by library staff, onto library property.
- Running, riding skateboards, scooters, roller shoes, roller skates, roller blades, or similar devices inside library facilities or on library premises. Such items are permitted inside library facilities provided that they are carried, not ridden, and are stowed away from the public right of way.
- Bringing bicycles, unicycles, tricycles or other similar conveyances into library facilities, or leaving such conveyances at the entry or exit areas in a manner that blocks ingress or egress. This regulation does not apply to wheelchairs, other medical devices, or strollers, or other similar devices, provided they are utilized and stored in a manner that does not restrict public access.
- Camping in library facilities or on library grounds. “Camping” refers to the use of library property for lying down, sleeping in a reclined position, living or accommodation purposes.
- Leaving personal items unattended in the library is always unwise. Unattended items may be removed.
- Misusing library spaces that are designated for particular customers. Such spaces vary by branch, and include, but are not limited to:
  - Children’s Rooms are reserved for children under 18 and their caregivers, or customers using the children’s collections at the discretion of library staff.
  - Teen Rooms are reserved for customers between the ages of 12 and 18, or customers using the teen collections at the discretion of library staff.
  - Certain computers and study rooms are designated for customers working individually and quietly, and other uses of these spaces are not permitted.
- Using the Internet in ways that interfere with a safe, welcoming and comfortable environment for the public and staff.

Enforcement
In order to preserve the peace and provide public access to library facilities, the library may suspend access to the library for persons who fail to follow the Library’s established behavior guidelines. The Library reserves the right at all times to immediately discharge a customer who is dangerous or in any way threatening library staff or other customers.
Applicable Personnel/Departments

All Library Staff

Distributions

BOTH

Approval(s)

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History & Dates

Category of Policy: Administrative/Operations, User Services
Author(s): SJPL.Supervising Librarian:
SJSU Associate Dean:
Authors of revision: Mary Nacu and Daisy Porter (1/30/08); Carol Frost (2/17/11); Sandra Stewart (9/15/12), Luann Budd (12/7/12)
Authorized by: Core Team, 7/7/03
Date Written: 6/21/03
Date Effective: 8/22/03
Date(s) of Revision(s): 9/16/03, 2/28/05, 5/13/08, 2/24/11gd, 9/15/12, 6/10/13

References

A. Teen Center Policy
B. Children - Unattended Policy
C. Suspension Policy, King Library
D. Suspension Policy - San Jose Public Library
E. Computers - Internet Access and Use Policy
Suspension Policy, King Library

ID#: PL_250

Statement of Policy & Text

Since the San Jose State University Police Department (UPD) through their Library Security Unit has jurisdiction in the King Library, the SJSU rules for suspending customers/users apply to all customers/users within the library. If customer/user is not a SJSU student, UPD with SJPL Administration approval, may follow the SJPL Suspension Policy (#PL_362).

- UPD is in charge of enforcing any suspension policy problems that occur within the Library as outlined in the Suspension Procedures.
- When a problem occurs, library staff involved will contact UPD to report the problem and ask for assistance, if needed.
- Since the King Library is also part of the SJPL system, any currently suspended SJPL branch customer/user is also suspended from using the King Library.
- Although UPD does not directly enforce the San Jose Municipal Rules and Regulations that govern SJPL customer behavior, it does provide backup to library staff who must deal with a person known or believed to be currently under suspension by any library in the SIPL system. (See Guidelines below.)

Need for the Policy

A policy is needed to determine how suspensions under both libraries' regulations will be handled in the King Library.

Since UPD is the enforcement agency for King Library, its role in handling SJPL suspensions must also be defined.

Requirements & Guidelines

Library staff may ask any customer/user in the King Library who is known to be currently suspended from the SJSU and SJPL Library to leave. But if a customer refuses, staff is not responsible for escorting the person from the Library.

- Library staff must contact UPD to request that an officer handle the problem.
- Staff, with UPD assistance, will again ask the customer to leave the library.
- If the customer/user gives negative responses or shows hostile behavior that violates King Library customer conduct/behavior policies, UPD will then become the enforcing agency and will escort the customer from the library or do whatever is required by the situation.

Applicable Personnel/Departments

All Library Staff and University Police Department (UPD).

Distributions

Both

Approval(s)

Reviewed and approved by: Signature/Name Date of Approval
KMT

7/7/03
History & Dates

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Author(s): SJPL Supervising Librarian: Lisa Rosenblum
SJSU Associate Dean: Jo Bell Whittatch
Authorized by: Core Team, 7/7/03
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Date(s) of Revision(s): 05/27/04dk; 2/23/05, 6/11/08gd, 12/20/12, 6/10/13

References

Customer Conduct Policy
GUIDELINES FOR EXCLUDING INDIVIDUALS FROM THE SEATTLE PUBLIC LIBRARY

Introduction

Every member of the public has the right to use the facilities and resources of The Seattle Public Library. Along with that right is a responsibility to comply with the Library’s established rules, regulations, and policies. Engaging in conduct that violates the Library’s Rules of Conduct may result in an individual being excluded from the Library (Rules of Conduct policy #3k). Individual exclusion time periods range from a partial day to one year, with exclusion periods that vary based on the category of violation. Patrons with multiple exclusions may be excluded for up to two years. Fair, reasonable, and consistent enforcement of The Seattle Public Library Rules of Conduct is the job of every Seattle Public Library employee.

Authorized Library employees are charged with administering the exclusion process in response to violations of the Rules of Conduct. It is recognized that, while guidelines serve to lead a Library employee through the exclusion process, varying circumstances will necessitate exercising sound independent judgment regarding enforcement of the rules. All employees should avoid directly engaging in enforcement activities that could reasonably jeopardize the safety of themselves or others.

Definitions

“City Librarian” means the Seattle City Librarian, the acting City Librarian, or his or her designee.

“Director of Administrative Services” means The Seattle Public Library Director of Administrative Services, or successor position, the Acting Director of Administrative Services, and his or her designee.

“Exclusion order” means a Notice of Exclusion.
Administrative Review Process (Rules of Conduct Enforcement Policy #3i)

Individuals who have been excluded from the Library for longer than 7 days and believe that they have been wrongly excluded have a due process right to timely request an administrative review of the Notice of Exclusion. The Notice of Exclusion remains in effect pending the administrative review.

The administrative review is a written process with time limits. Disabled individuals unable to participate in a written process may request a reasonable accommodation.

1. On or before the 14th calendar day after the date on the Notice of Exclusion Order, the individual may request an administrative review of the exclusion order by writing to Administrative Review, 1000 Fourth Avenue, Seattle, WA 98104, or emailing administrative.review@spl.org. Individuals shall include in the request any written documentation they seek to have considered in the review process.

2. The Director of Administrative Services shall conduct a review of the incident and related written documentation and prepare an administrative review recommendation to the City Librarian.

3. The City Librarian shall review the exclusion order and send a written final decision to the excluded individual on or before the 21st calendar day after the Library receives the request for the administrative review.

Exclusions

Q: Who is authorized to exclude an individual?

A: The City Librarian and the Director of Administrative Services are authorized to issue Notices of Exclusion for periods of time ranging from a partial day to 365 days. The Security Manager is authorized to issue Notices of Exclusion for a period of time up to 90 days. Security Officers, Central Library Managers, Branch Regional Managers, and Branch Assistant Managers are authorized to issue Notices of Exclusion for a period of time up to 14 days.

In the absence of the above-listed individuals, the highest-ranking staff member on duty is authorized to issue Notices of Exclusion for a period of time up to 7 days. Upon the recommendation of the staff member issuing a Notice of Exclusion, the Director of Administrative Services is authorized to extend the original exclusion time period for additional days not to exceed a total exclusion period of 365 days. Patrons with consecutive exclusions may be given a total exclusion period not to exceed two years.

Staff members who are authorized to order exclusions shall be provided guidelines, which will aid in determining the appropriate length of exclusion period. A copy of the Guidelines is attached to this Policy and Administrative Procedure.

The Security Manager shall review all Notices of Exclusion for periods of 14 days or less. The Director of Administrative Services shall review all Notices of Exclusion for periods greater than 14 days. Exclusion time periods may be reduced following the review and a letter sent to the last known address of the excluded individual to notify him or her of the reduction.

Q: When does an individual’s conduct warrant an exclusion order?

A: When the subject violates one or more of the Rules of Conduct. The attached Guidelines include several categories of offenses under the Rules of Conduct and the typical corresponding periods of
exclusion. Note that a first offense of a Category A Violation would typically result in issuance of a warning rather than a Notice of Exclusion.

Q: When should staff members and Security Officers call 911?

A: Whenever immediate Police assistance is needed because

1. a subject’s behavior makes it unsafe for either the Security Officer and/or the staff member to attempt to exclude the subject.

2. an excluded individual has returned to the Library during the exclusion period and refuses to leave when asked by a staff member or Security Officer to do so. In cases where the excluded individual is hostile or potentially violent, staff and Security Officers should avoid approaching the excluded individual and should call 911 for assistance. If the excluded individual trespases by returning to the Library a second time during the exclusion period, staff should immediately call 911 for assistance (possible Police arrest of the subject for the crime of criminal trespass).

3. a subject has a firearm in their possession or displays a weapon or engages in any unlawful activity, including theft and destruction of property.

4. a subject assaults or threatens another person in or on Library property.

5. a subject refuses to stop violating the Rules of Conduct and refuses to leave the Library when ordered to do so by a Security Officer or authorized staff member.

6. of other emergencies unrelated to Rules of Conduct enforcement, such as medical emergencies and bomb threats.

Q: How is an exclusion order issued and carried out?

A: All exclusion activity must be conducted with safety in mind. 911 should be called for any situations requiring immediate exclusion actions that would risk the safety of staff members (including Security Officers).

When on site, Library Security Officers will (1) ask the subject to provide valid photo identification after informing the subject that he or she has violated the Library’s Rules of Conduct, and (2) order the exclusion by providing a Notice of Exclusion Order and a copy of the Rules of Conduct while another Officer or staff member stands by. If a subject does not provide photo identification, the Security Officer will request verbal identification, attempt to identify the patron using other means, and provide an accurate and detailed physical description on the Notice of Exclusion Order.

- When engaging in exclusion activity, trained Security Officers may utilize safe and minimal guiding and escorting techniques when necessary.

- While carrying out exclusion orders, trained Security Officers shall use only the minimum amount of force reasonably necessary to protect themselves or another from assault or injury and to detain a subject for the Police when there is probable cause that the subject has committed a felony crime.

- If safe to do so while carrying out exclusion orders, a subject shall be photographed whenever: (1) Adult subject (believed to be 18 years old or older) who is issued an exclusion order reasonably expected to be approved for over 14 days; OR (2) Any adult subject who refuses to produce
government issued identification when requested; OR (3) Any adult being detained for police action; OR (4) Subjects under 18 years of age who are observed committing a crime and being detained for police action. Only Security Officers are authorized to photograph a subject, unless a Library manager or Branch assistant manager is authorized by the Director of Administrative Services. The photograph of a subject will be stored in his/her record in the file named “All Security Incidents.mdb” located in the subfolder named “All Incidents Database” in the main folder named “Security & Safety Dept” in the V: drive; the path is V:\Security & Safety Dept\All Incidents Database\All Security Incidents.mdb. In order to protect confidentiality, staff are to use this file only in non-public areas.

- All use of force will be reported on a Use of Force Report form and reviewed by the Public Services Director or designee within 48 hours.

**Q: How is an exclusion order issued and carried out if a Security Officer is not available?**

**A:** Staff members should approach each situation guided by training, judgment, and instincts. Safety should always come first. If a Security Officer is not available and it is safe to do so, an authorized staff member (‘backed up’ by another staff member) should utilize a ‘cautious contact’ stance, maintain a safe distance, identify the subject using the safest and best means, inform the subject that he or she has violated the Library’s Rules of Conduct, and instruct the subject to leave the property and not return to any Seattle Public Library property until a specific date (ranging anywhere from the next day to 7 or 14 days). If safe to do so, an attempt should be made to provide the subject with a Notice of Exclusion Order and a copy of the Rules of Conduct. Whether or not the subject is provided with a Notice of Exclusion Order, a Security Incident Report Form should be completed and sent electronically to Security Services as soon as possible, but no later than the end of the next day. Following a review of the Notice of Exclusion by the Administrative Services Director, Security Services shall inform Seattle Public Library staff members of the Notice of Exclusion, including the individual excluded and the period of exclusion, through the Security Incident Report Database.

**Q: What steps should be taken if an individual violates an exclusion order?**

**A:** If an individual who has been excluded from the Library returns to the Library during the exclusion period, the individual is trespassing (committing the crime of criminal trespass) and must leave the Library. The situation should be carefully assessed to determine a safe and effective approach for ensuring the departure of the excluded individual. This assessment is best made in consultation with the Security Manager, Security Officers, or the Director of Administrative Services, since these people will often have the most information regarding an individual. In all cases, every employee in the work area should be made aware of the situation and no one should approach the individual alone. When the excluded individual has a known history of violence or hostile confrontation, 911 should be called. Along with all pertinent information, the 911 dispatcher should be informed that an individual was “trespassed” from the Library (i.e. is subject to a current Notice of Exclusion) and that they have returned and are now “trespassing.” It is very important that you tell the dispatcher if the trespasser is potentially threatening (due to current or past conduct at the Library).

If the excluded individual does not have a known history of violence and hostile confrontation and is behaving in a calm and lucid manner, either Security Officers or staff may instruct the individual to leave. 911 should be called if the individual refuses to leave when instructed to do so.

**Attachment I: Length of Exclusion Guidelines**
<table>
<thead>
<tr>
<th>Category A: (Violations Torward Person(s) or Property)</th>
<th>180 days / 1 year</th>
<th>180 days / 1 year</th>
<th>90 days / 1 year</th>
<th>90 days / 1 year</th>
<th>45 days / 180 days</th>
<th>45 days / 180 days</th>
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</thead>
<tbody>
<tr>
<td>Property Damage - Personal Property</td>
<td>180 days / 1 year</td>
<td>180 days / 1 year</td>
<td>90 days / 1 year</td>
<td>90 days / 1 year</td>
<td>45 days / 180 days</td>
<td>45 days / 180 days</td>
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<tr>
<td>Property Damage - Library Property other than Books/Materials under $250</td>
<td>180 days / 1 year</td>
<td>180 days / 1 year</td>
<td>90 days / 1 year</td>
<td>90 days / 1 year</td>
<td>45 days / 180 days</td>
<td>45 days / 180 days</td>
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<tr>
<td>Prevented Fire or Entrapment to others</td>
<td>180 days / 1 year</td>
<td>180 days / 1 year</td>
<td>90 days / 1 year</td>
<td>90 days / 1 year</td>
<td>45 days / 180 days</td>
<td>45 days / 180 days</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category B: (Drug or Alcohol Possession or Use)</th>
<th>180 days / 1 year</th>
<th>180 days / 1 year</th>
<th>90 days / 1 year</th>
<th>90 days / 1 year</th>
<th>45 days / 180 days</th>
<th>45 days / 180 days</th>
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<tbody>
<tr>
<td>Drug Activity - Signs of Influence</td>
<td>180 days / 1 year</td>
<td>180 days / 1 year</td>
<td>90 days / 1 year</td>
<td>90 days / 1 year</td>
<td>45 days / 180 days</td>
<td>45 days / 180 days</td>
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<tr>
<td>Alcohol Possession or Signs of Influence</td>
<td>180 days / 1 year</td>
<td>180 days / 1 year</td>
<td>90 days / 1 year</td>
<td>90 days / 1 year</td>
<td>45 days / 180 days</td>
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<table>
<thead>
<tr>
<th>Category C: (Serious Library Specific Violations)</th>
<th>30 days / 90 days</th>
<th>30 days / 90 days</th>
<th>30 days / 90 days</th>
<th>30 days / 90 days</th>
<th>30 days / 90 days</th>
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<tbody>
<tr>
<td>Possession (Discriminatory, Obscene, Profane)</td>
<td>30 days / 90 days</td>
<td>30 days / 90 days</td>
<td>30 days / 90 days</td>
<td>30 days / 90 days</td>
<td>30 days / 90 days</td>
<td>30 days / 90 days</td>
</tr>
<tr>
<td>Reusing During Active Excursion</td>
<td>30 days / 90 days</td>
<td>30 days / 90 days</td>
<td>30 days / 90 days</td>
<td>30 days / 90 days</td>
<td>30 days / 90 days</td>
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</table>

<table>
<thead>
<tr>
<th>Category D: (Serious Library Specific Violations)</th>
<th>7 days / 30 days</th>
<th>7 days / 30 days</th>
<th>7 days / 30 days</th>
<th>7 days / 30 days</th>
<th>7 days / 30 days</th>
<th>7 days / 30 days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carrying Firearms or Weapon (with permit)</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A / Warning</td>
<td>N/A / Warning</td>
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<tr>
<td>Computer Abuse - Procedural</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
</tr>
<tr>
<td>Using Wireless Device</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
</tr>
<tr>
<td>Unattended Lenses</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
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<tr>
<td>Soliloquing or Conducting Survey</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
</tr>
<tr>
<td>Smoking/Drinking on Library On Property</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
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<tr>
<td>Sleeping on Library Furniture</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
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</tr>
<tr>
<td>Littering</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
</tr>
<tr>
<td>Pet Animal in Library (Oversized Animals)</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
</tr>
<tr>
<td>Moved Library Furniture</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
</tr>
<tr>
<td>Hygiene Breach of Rule of Clothing Issue</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
</tr>
<tr>
<td>Food or Beverage (Unhealthful)</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
</tr>
<tr>
<td>Fee on Furniture</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
</tr>
<tr>
<td>Disruptive Behavior</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
</tr>
<tr>
<td>Failure to Comply with a Reasonable Staff Request</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
<td>7 days / 30 days</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category A (Library Specific Violations)</th>
<th>7 days / 30 days</th>
<th>7 days / 30 days</th>
<th>7 days / 30 days</th>
<th>7 days / 30 days</th>
<th>7 days / 30 days</th>
<th>7 days / 30 days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration 1st Offense:</td>
<td>Under 13/13 6 Over</td>
<td>Under 13/13 6 Over</td>
<td>Under 13/13 6 Over</td>
<td>Under 13/13 6 Over</td>
<td>Under 13/13 6 Over</td>
<td>Under 13/13 6 Over</td>
</tr>
<tr>
<td>Rule Violation Type</td>
<td>3rd Offense</td>
<td>3rd Offense</td>
<td>3rd Offense</td>
<td>3rd Offense</td>
<td>3rd Offense</td>
<td>3rd Offense</td>
</tr>
</tbody>
</table>

Attachment 1: Length of Exclusion Guidelines
## Multiple Notices of Exclusion

**Note:** All notices of exclusion must be served concurrently.

### Issued or During an Administrative Review

- **Individuals under age 13 will receive the shorter Notice of Exclusion Period.**
- **Proper of age must be shown either at the time the Notice of Exclusion is served or at the time the exclusion begins.**

<table>
<thead>
<tr>
<th>Category (Serious Violation Toward Person(s) or Property)</th>
<th>Rule Violation Type</th>
<th>Duration</th>
<th>1st Offense</th>
<th>2nd Offense</th>
<th>3rd Offense</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carrying Firearms or Weapons (without permit)</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
</tr>
<tr>
<td>Trespass - Sex Offender with library restrictions</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
</tr>
<tr>
<td>Trespass in nonpublic (strictly for Area)</td>
<td>90 days / 60 days</td>
<td>45 days / 90 days</td>
<td>30 days / 60 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Threat of Force Against Non-Staff</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
</tr>
<tr>
<td>Threat of Force Against Staff</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
</tr>
<tr>
<td>Theft - Personal Property</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
</tr>
<tr>
<td>Theft - Library Property</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
</tr>
<tr>
<td>Robbery</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
</tr>
<tr>
<td>To leave the premises</td>
<td>90 days / 60 days</td>
<td>45 / 90 days</td>
<td>30 days / 60 days</td>
<td></td>
<td></td>
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<tr>
<td>Remain on property following order of exclusion (i.e., refuse)</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
</tr>
<tr>
<td>Property Damage - materials/books over $250.00</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
</tr>
<tr>
<td>Malicious Fire Alarm Activity</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
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<tr>
<td>Indecent Exposure or Lewd Conduct</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
</tr>
<tr>
<td>Drug Possession, Sale or Use</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
</tr>
<tr>
<td>Bomb Threat</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
</tr>
<tr>
<td>Assault / Fighting</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
<td>1 year</td>
</tr>
</tbody>
</table>

**Attachment I: Length of Exclusion Guidelines**
Rules of Behavior

Behavior Rules Governing the Use of the District of Columbia Public Library

Published: 19 DCMR § 810 (July 26, 2013)

Introduction
The DC Public Library’s behavior rules have a threefold purpose: to protect the rights and safety of library customers, to protect the rights and safety of staff members and to preserve the library’s materials, facilities and property.

The DC Public Library supports the right of all individuals to free and equal access to information and use of the library without discrimination, intimidation, threat of harm or invasion of privacy. The DC Public Library is dedicated to providing friendly, courteous and respectful service, and an enjoyable, clean and comfortable environment for all Library users.

For everyone’s safety and protection, the DC Public Library reserves the right to inspect an individual’s belongings including purses, backpacks, bags, parcels, shopping bags, briefcases and other items to prevent unauthorized removal of library materials and equipment or for the health and safety of staff and other customers.

Definitions and Scope
These behavior rules shall apply to all buildings, interior and exterior, and all grounds controlled and operated by the DC Public Library (such buildings and grounds are hereafter referred to as the “premises”) and to all persons entering in or on the premises.

Listed below are the library’s behavior rules. Persons who violate these rules may be removed from the premises and excluded from all library premises for the period of time listed below, by authority of the DC Public Library.

Enforcement
Authorized library staff, Library Police, security guards and/or the Metropolitan Police Department officers may intervene to stop prohibited activities and behaviors. Failure to comply with these rules may result in:

1. Withdrawal of a person’s permission to remain on Library premises; and/or
2. Issuance of a Notice of Barring from Library property for a period of one day to five (5) years, as provided in policies and procedures issued by the Chief Librarian.

A violation of law may also result in arrest and prosecution. Violations of law and/or these rules may also result in the restriction and/or termination of Library privileges, including the use of Library computers and other equipment, and facilities. Authorized personnel may base a Notice of Barring on personal observation or investigation. Barred parties may have their photographs or video captured by DC Public Library staff to enforce the bar.

Administrative Review of Notices of Barring
An individual who receives a Notice of Barring may request an administrative review of a barring that is greater than seven (7) days. This request must be made within ten (10) business days of the date on the barring notice. A request for review should be submitted in writing to:

Director of Public Safety
Martin Luther King Jr. Memorial Library
901 G Street NW
Washington, DC 20001

Behavior Rules
For the safety and comfort of the public and staff, and to create an environment conducive for library business the following activities are prohibited on library property and facilities:

a) Category One Infractions:
Any person(s) who violates rules 1-5 while in or on library premises will be immediately removed and excluded from all DC Public Library premises. Any person so excluded shall lose all library privileges from one (1) to five (5) years and the incident will be reported to the appropriate law enforcement agency.

1. Committing or attempting to commit any activity that would constitute a violation of any Federal or District criminal statue or ordinance.
2. Directing a specific threat of physical harm against an individual, group of individuals or property.
3. Engaging in sexual conduct/activity, including, but not limited to, the physical manipulation or touching of a person’s sex organs through a person’s clothing in an act of apparent sexual stimulation or gratification.
4. Being under the influence of any controlled substance or intoxicating liquor or beverage.
5. Possessing, selling, distributing, or consuming any alcoholic beverage, except as allowed at a library approved event.

b) Category Two Infractions:
Any person(s) who violates rules 6-13 while in or on library premises may first be given a warning at the discretion of library staff. Subsequent offenses by that person will result in that person’s immediate removal and exclusion from all DC Public Library premises. Any person so excluded shall lose all library privileges from six (6) months to one (1) year. Repeated violations of category two infractions may lead to category one barring periods (1 year to 5 years).

6. Engaging in conduct that disrupts or interferes with the normal operation of the library, or disturbs library staff or customers, including but not limited to, conduct that involves the use of abusive or threatening language or gestures, conduct that creates unreasonable noise, or conduct that consists of loud or boisterous physical behavior or talking.
7. Engaging in conduct that can be considered bullying as defined by the Youth Bullying Prevention Act of 2012, effective September 14, 2012 (D.C. Law 19-167; 59 DCR 7820).
8. Using library material, equipment, furniture, fixtures, or buildings in a manner inconsistent with the customary use thereof; or in a destructive, abusive or potentially damaging manner; or in a manner likely to cause personal injury to themselves or others.
9. Failure to comply with the reasonable direction of a library staff member.
10. Soliciting, petitioning, or distributing written materials or canvassing for political, charitable or religious purposes inside a library building, including the entrances or grounds in a manner on the library premises that unreasonably interferes with or impedes access to the library.
11. Smoking or other use of tobacco in the library or within 25 feet of any library building (including electronic-cigarettes).
13. Entering or attempting to enter a Library building while barred (i.e., trespassing). Any customer who trespasses is prohibited from use of all DC Public Library facilities and services. Customers or persons returning to a DC Public Library facility during a period of barring may be arrested and prosecuted for unlawful entry pursuant to DC Official Code § 22-3302 (2001 ed. & 2012 Supp.).

c) Category Three Infractions:
Any person(s) who violates rules 14-30 while in or on library premises may be given a warning at the discretion of library staff. Offenses by that person will result in that person’s immediate removal and exclusion from all DC Public Library premises. Any person so excluded shall lose all library privileges for seven (7) days. Repeated violations of category three infractions may lead to category two barring periods (6 months to 1 year).

14. Interfering with the free passage of library staff or customers in or on library premises, including, but not limited to, placing objects such as bicycles, skateboards, backpacks or other items in a manner that interferes with free passage.
15. Placing personal belongings on or against buildings, furniture, equipment or fixtures in a manner that interferes with library staff or customer use of the library facility, or leaving personal belongings unattended.
16. Bringing bicycles or other similar devices inside library buildings, including, but not limited to, vestibules or covered doorways if no bicycle rack is provided within that area.
17. Operating roller skates, skateboards or other similar devices in or on library premises.
18. Parking vehicles on library premises for purposes other than library use. Vehicles parked in violation of this rule may be towed at the owner’s expense.
19. Consuming food or drink that creates a nuisance or disrupts library use because of odor, garbage or spills. Non-alcoholic beverages in covered containers and food are only allowed in designated areas.
20. Bringing animals inside library buildings (with the exception of service animals), except as allowed at a library-approved event, or leaving an animal tethered and unattended on library premises.
21. Taking library materials into restrooms if the materials have not been checked out.
22. Bringing in items excluding personal items (purse, laptop, and briefcase) that occupy floor space in excess of 9” L x 14” W x 22” H. Items are measured in totality and must fit easily into a measuring box of the above dimensions. Bedrolls, blankets (except for use by babies and infants), and frame backpacks are prohibited. Bringing large duffel bags and plastic bags measuring over 12” x 36” and bringing infested personal items into the library.22. Bringing in items excluding personal items (purse, laptop, and briefcase) that occupy floor space in excess of 9” L x 14” W x 22” H. Items are measured in totality and must fit easily into a measuring box of the above dimensions. Bedrolls, blankets (except for use by babies and infants), and frame backpacks are prohibited. Bringing large duffel bags and plastic bags measuring over 12” x 36” and bringing infested personal items into the library.
23. Lying down or sleeping, to include the appearance of sleeping in the restrooms or on any floor, couch, table, or seat in the Library and on the premises, and by blocking aisles, exits, or entrances by sitting or lying down in them.
24. Improperly using library restrooms, including, but not limited to, bathing, shaving, washing hair and changing clothes.
25. Using personal electronic equipment at a volume that disturbs others, including, but not limited to, pagers, stereos, televisions, cellular telephones, computers and tablets.
26. Leaving one or more children eight (8) years old or under, who reasonably appear to be unsupervised or unattended, anywhere in or on library premises. [Please see Unattended Children Policy]  
27. Adults and teens are prohibited from using the children’s area, unless accompanying a child twelve (12) years old or younger.
28. Adults and children are prohibited from using the teen area unless accompanying a teen age thirteen (13) – nineteen (19).
29. Adults and teens are prohibited from using any restroom designated for children. Children’s restrooms are for the sole use of children twelve (12) years old or younger, and their caregivers.
30. Children and teens eighteen (18) and younger who are not accompanied by an adult during regular school hours are considered truant. Students must provide written proof from school authorities excusing the students from school in order to enter the library or be on library premises on school days between 9 a.m. – 2:30 p.m.

d) Category Four Infractions
Any person(s) who violates rules 31 and 32 while in or on library premises will be excluded from the premises until the problem is corrected. Repeated violations of category four infractions may lead to category two barring periods (6 months to 1 year).

31. Entering library buildings with bare feet or a bare chest.
32. Any person creating or emanating an odor that can be detected by a reasonable person, from six (6) feet away and/or constitutes a public nuisance for other customers, will be asked to leave the library until the situation can be corrected.

Library customers who wish to request a reasonable modification of these Guidelines because of a disability or health problem may contact Library staff or may call the ADA Coordinator at 202-727-1101.
FREE LIBRARY OF PHILADELPHIA
STANDARDS OF ACCEPTABLE BEHAVIOR
Approved by the Board of Trustees of the Free Library of Philadelphia
(March 9, 1993; updated September 18, 2002; revisions approved November 9, 2004)

The mission of The Free Library of Philadelphia is to provide to all segments of the population of Philadelphia a comprehensive collection of recorded ideas, artistic expression and information; to assure ease of access to these materials; and to offer programs to stimulate the awareness and use of these resources.

To promote and maintain such an environment, all customers shall be engaged in activities associated with the use of a library while in the building. Customers not engaged in reading, studying, using library materials or participating in a library program may be required to leave the building.

STANDARDS OF ACCEPTABLE BEHAVIOR

The standards articulated in this policy are intended to clarify and delineate acceptable behavior. Clear standards encourage constructive solutions to problem behavior and assure Library users and Library employees unimpeded access to information free from harassment, abuse or other undue stress. When customers are not complying with library regulations, library staff and/or security officers may request customers to show appropriate documents for purposes of identification. Customers engaged in unacceptable conduct may be required to leave the building. If a customer refuses, the police will be called. Where criminal actions are committed, violators will be subject to arrest and will be prosecuted to the full extent of the law.

UNACCEPTABLE CONDUCT

- Engaging in any illegal activity.

- Using sound or viewing images in ways that disturb other customers or staff. Disturbing images include, but are not restricted to, the display of sexually explicit material on computers. Library staff is authorized to determine whether a customer is disturbing others.

- Making excessive noise: use of cell phones; use of radios, recorders, televisions, portable audio players or other electronic equipment without the use of earphones, except as part of a library event; loud talking, shouting.

- Unaccompanied children 6 years old or under are not allowed in the building. Children of this age must be accompanied at all times by a person who is responsible for their care, and who remains with them in all areas of the library.

- Fighting, threats, stalking or displaying weapons.

- Using or distributing controlled substances.

- Intoxication or drunken behavior.

- Sleeping.
- Loitering on library premises – i.e., conduct not associated with the use of a library. This includes not engaging in reading, studying, appropriate computer use, etc.

- Consuming food or beverages, except for approved occasions in designated areas.

- Smoking.

- Sexual acts: e.g., flashing, unwanted physical contact, touching, petting or sexually-oriented gestures, sounds or comments.

- Using verbal or written abuse: e.g., obscene language or discriminatory remarks.

- Having personal hygiene that is offensive so as to constitute a nuisance to others.

- Soliciting of sex, money or other favors, in person or electronically.

- Gambling.

- Mutilating, damaging or defacing of any library material.

- Theft of library materials or property or personal property.

- Removing library materials from the library before checking them out. All library material must be charged out before being taken from the premises. Library materials that have not been charged out may not be taken to the rest rooms or non-public areas.

- Bags and other materials which are difficult to inspect because of the nature of the items – e.g., underwear, bed clothes, etc. – are not allowed in the building. Oversized bags and all articles that could be used to conceal library property are subject to inspection by security or other authorized personnel.

- Distributing materials, in person or electronically, to either staff or library users without prior approval of the designated library staff person.

- No bicycles, tricycles, scooters, skateboards or skates. All sporting equipment should remain outside the library.

- Shaving, bathing or washing of clothes or hair.

- Shirts and shoes must be worn at all times.

- No animals other than those assisting disabled persons.
Safety and Security Handbook

D: Progressive Disciplinary Policy for Adults

Adult Violations and Consequence

The purpose of this document is to categorize Charlotte Mecklenburg Library rules and regulations and list consequences for each violation. This should provide clarity and consistency system wide when there is need to administer/enforce consequence for unacceptable patron conduct. It is to be used by employees of Charlotte Mecklenburg Library in needed situations. It is to be used by employees of Charlotte Mecklenburg Library in needed situations.

(Special Note: Category A and B Patrons will be informed of the rule and requested to cease the activity in violation of library rules. If the patron does not cooperate by adhering to the rule the consequence will increase to the next level.)

Category A Violations:

- Misuse of restrooms: including bathing, shaving or changing clothes.
- Bag violation: bringing in more than one canvas, nylon, paper bag. No bag can be over 18 inches in length. Larger bags of any type, bedrolls, or luggage are prohibited except on the first floor at the Main Library.
- Pay phones: using pay phones for extended periods. Use of pay phones will be limited to 10 minutes. Pay phones cannot receive incoming calls.
- Moving furniture: moving tables, chairs or other furniture without Library staff approval.
- Distributing or posting printed materials/literature that have not been approved by the Library.
- Sleeping: sleeping or putting your head, feet or legs on Library furniture.
- Clothing: not wearing shoes or shirt, wearing clothes unbuttoned or unzipped, or wearing shirts or jackets with hoods or any material covering the face except for medical reasons or religious attire.
- Animals: Bringing animals into the library other than assistance animals with documentation (unless previously approved for a Library program or event)
- Loud disturbing noises: any loud, unreasonable and/or disturbing noises created by persons, electronic devices or cell phones.
- Taking library materials into the restroom.
- Consuming food unless purchased in the library or any beverage in an open container.

Consequences

1st Offense
- Verbal warning from staff

2nd Offense
- 1-day suspension from library property (specific to the library where you received the 1st verbal warning)

3rd Offense
- 2-day suspension from library property (specific to the library where you committed the 2nd offense and received a 1-day suspension)
- Documentation via CMLibrary Incident Report (which will include all information and dates from previous incidents), kept on file with CMLibrary Security
- MOD or staff member filling out report will add note in patron record (“Suspended for 2-days _ location _ date _ of _ suspension _ transgression”)

4th Offense
- Becomes an E (Excludable) Violation and may result in permanent suspension from All CMLibrary locations (including all Branch Libraries, the Main Library, and imaginOn). Each situation will be reviewed for the appropriate consequences to be rendered.
- Documentation via CMLibrary Incident Report (which will include all information and dates from previous incidents), kept on file with CMLibrary Security

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- MOD or staff member filling out report will add note in patron record ("Banned_date of ban_transgression")

Category B Violations:

- Adults using children’s area without a child or need for children’s materials.
- Leaving a child under 8 years of age unattended by a responsible person.
- Leaving any child or young adult (up to age 16) after closing time.
- Possessing a CMLibrary Library Card under false pretenses, including using another patron’s library card to access the internet or check out books
- Failure to comply/disruptive behavior with Staff.
- Viewing inappropriate materials on a computer (to wit: viewing materials that the average person applying contemporary community standards relating to the depiction or description of sexual matters would find that the material taken as a whole appeals to the prurient interest in sex; and the materials lacks serious literary, artistic, political or scientific value.)

Consequences

1st Offense

- Verbal warning from staff

2nd Offense

- 2-day suspension from library property (specific to the library where you committed the 2nd offense and received a 1-day suspension)
- Documentation via CMLibrary Incident Report (which will include all information and dates from previous incidents), kept on file with CMLibrary Security
- MOD or staff member filling out report will add note in patron record ("Suspended for 2-days__location_date of suspension_transgression")

3rd Offense

- Becomes an E (Excludable) Violation and may result in permanent suspension from All CMLibrary locations (including all Branch Libraries, the Main Library, and ImaginOn). Each situation will be reviewed for the appropriate consequences to be rendered.
- Documentation via CMLibrary Incident Report (which will include all information and dates from previous incidents), kept on file with CMLibrary Security
- MOD or staff member filling out report will add note in patron record ("Banned_date of ban_transgression")

Category E (Excludable) Violations:

- Use or Possession of Alcohol/I1egal Drugs
- Disruptive behavior: Communicating threats, obscene and or abusive language, intoxication, begging for money, shouting at or otherwise rudely insulting others, challenging others to fight, commit any nuisance.
- Purposeful damage to property
- Theft: Theft of Library materials is a serious offence and will result in permanent exclusion from the Library and arrest.
- Selling or soliciting for services, money or items, e.g. prostitution
- Weapons: carrying weapons of any type
- Public affray (fighting)
- Trespass
- Gambling
- Inappropriate lewd conduct (unacceptable conduct that is indecent, coarse, vulgar, bawdy or rude.)
- Sexual Activity (any activity relating to sex, sexuality or the sex organ).
- Viewing Pornography (sexually explicit pictures whose primary purpose is to cause sexual arousal.)
- Any illegal act or conduct in violation of Federal, State or local law, ordinance or regulation.
"Safety and Security Handbook

Consequences

1st Offense

- Any E (Excludable) Violation may result in permanent suspension from All CMLibrary locations (including all Branch Libraries, the Main Library, and ImaginOn). Each situation will be reviewed for the appropriate consequences to be rendered.
- Documentation via CMLibrary Incident Report (which will include all information and dates from previous incidents), kept on file with CMLibrary Security
- MOD or staff member filling out report will add note in patron record ("Banned_date of ban_transgression")

NOTE:
Any person suspended for 1-month or longer from any Library location for any reason should be advised of his/her rights and given a print copy of Charlotte Mecklenburg Library's Ban/Suspension Appeal Form (available on the intranet). All incidents involving violations of CML rules and or regulations shall be documented on an Incident Report and forwarded to the appropriate administrative contacts

DEFINITIONS:
Ban: to prohibit, forbid, or bar a person(s) from the Charlotte Mecklenburg Library and surrounding property
Suspension: to temporarily lose all privileges and use of one or more Charlotte Mecklenburg Library branches