



## **PATRON BEHAVIOR POLICY**

### **WELCOME TO THE LARKSPUR PUBLIC LIBRARY**

The mission of the Larkspur Public Library is to enrich the lives and meet the needs of the community it serves by providing access to a wide range of materials, online resources, and programs. Encouraging lifelong learning and a love of reading in a welcoming environment, the Library invites patrons to explore, imagine, and innovate by reading, listening, viewing, studying, learning, creating, researching, checking-out materials, using computers, and attending meetings and programs.

In support of these objectives, the Larkspur Library has adopted the following guidelines to ensure everyone's safety, comfort and access to the Library and its resources.

#### **General Rules:**

- Patrons should turn off cellphone ringers on entering the Larkspur Library.
- The Library (and City Hall) is a fragrance-free and non-smoking facility (including e-cigarettes and other personal vaporizers).
- No food or beverages may be consumed unless integral to library programs or special events.
- Parents, guardians, or caregivers – not library personnel – are responsible for the safety and well-being of every child and vulnerable adult using the Library.
- Patrons must check out materials on a valid library card and are responsible for charges due to damage or loss of materials checked out on their library card.
- Patrons must comply with the library's Internet Policy when using the Library's internet stations or wireless internet connection.

#### **Use and Preservation of Library Materials and Property:**

The following actions are not allowed at the Library:

- Manipulating or bypassing Library systems and procedures such as those regulating computers.
- Unplugging library equipment to utilize an electrical outlet.
- Deliberately damaging library materials.
- Using library furniture for anything other than its intended purpose.

### **Patron Behavior:**

Patrons may not behave in a manner that disrupts library operations, including:

- Disturbing or harassing other library patrons or staff, including engaging in loud conversations.
- Using cellphones, using profane or abusive language, running, or engaging in physical horseplay.
- Allowing an animal to be disruptive such as barking and not being under the owner's control.
- Remaining in the Library with offensive bodily hygiene constituting a nuisance to others.
- Loitering; lying on the floor other than in areas or for activities designated for that purpose.
- Using restroom inappropriately, including soliciting or engaging in sexual conduct, bathing, or washing clothes.
- Conducting sales or soliciting handouts, donations, or contributions.
- Not wearing footwear or shirts, except for infants or toddlers.

### **Safe Environment:**

Patrons may not engage in any act that is illegal or creates a safety hazard for patrons and staff, including but not limited to:

- Using the Internet for activity that violates the Larkspur Municipal Code, California law, or Federal law, including engaging in activities harmful to minors.
- Being under the influence of alcohol or other drugs.
- Bringing guns, weapons, knives (other than legally permitted concealed pocket knives), or items designed, or intended to injure or harm people.
- Stealing items from the Library, patrons, or staff.
- Creating tripping hazards or blocking aisles, exits, or entrance.
- Leaving packages, backpacks, luggage, or other personal items unattended. Unattended items are subject to removal without notice.

### **Zero Tolerance:**

In order to ensure a safe environment for everyone in the library, the following types of behavior will not be tolerated:

- Physical abuse or assault.
- Fighting or challenging to fight.
- Making violent or threatening statements.
- Engaging in or soliciting any sexual act.
- Damaging, destroying, or theft of library property.
- Behaving in any other manner prohibited by Federal, State, or local law.

The senior librarian on duty will direct anyone displaying behaviors listed above to leave the Library immediately. Police will be called and additional legal action may occur, as appropriate. In addition, based on the severity of the situation, a suspension of library privileges for up to one year will be applied by the Library Director without warning or prior suspension.

## **Violation of Library's Behavior Policy:**

Any person who violates the Library's Behavior Policy may receive a warning from library staff and given an opportunity to cease the violation or leave the Library. Illegal activity as well as willful or repeated violation of these guidelines or other library regulations may result in being banned from the Library and/or suspension of library privileges. In addition, where authorized by Federal, State, or local law, violations of these guidelines may also result in arrest.

The senior librarian on duty may impose the following upon anyone violating the Patron Behavior Policy:

**FIRST VIOLATION:** Verbal warning is given

**SECOND VIOLATION:** Given copy of the Patron Behavior Policy

**THIRD VIOLATION:** Library privileges suspended for one day

**FOURTH VIOLATION:** Library privileges suspended for seven days

**FIFTH VIOLATION:** Library privileges suspended for up to one year

Each violation and corresponding warning or suspension will be documented in a written report to be filed with the Library Director.

## **Appeals of Suspensions:**

If a person is suspended and believes the suspension has been imposed unfairly or in error, he or she may appeal the suspension by submitting a written appeal to the City Manager's office. The appeal letter shall state the name, mailing and/or email address, and telephone number of the person appealing and the reason for the appeal. Upon receipt of the appeal, the City Manager shall obtain a report from the Library Director who may, but is not required to, schedule a meeting with the person appealing. The City Manager shall issue a written decision on the appeal within 30 calendar days after the filing of the appeal. The City Manager's decision is final. Pending an appeal discussion, the suspension remains in effect.

## **Requests for Reasonable Accommodation:**

Patrons who wish to request a reasonable accommodation of these guidelines because of a disability or health problem may contact library staff at 415-927-5005.

Recommended by the Larkspur Public Library Board of Trustees

Adopted by the City Manager on October 13, 2016