



## **Library Code of Conduct**

### **Purpose**

The Library Code of Conduct seeks to establish an environment that is comfortable, respectful, safe and conducive to library use for all library patrons and staff. To best serve all library users and staff, these general standards and rules of behavior have been established.

### **Policy**

The library serves various functions for library users, including that of a community gathering place, a site to study, conduct research, read, and a place to explore cultural and recreational materials and activities. All of these may require movement and discussion. In balancing these various functions, a reasonable noise level is tolerated and is acoustically unavoidable. Behavior becomes unacceptable when it interferes with the appropriate use of the library by fellow library patrons or staff, when it can result in a safety or security hazard, injury or damage to library property or when it is illegal.

### **Rules of Conduct**

When using the library, patrons must abide by the following rules of conduct:

1. Treat other patrons and staff with courtesy and respect.
2. Respect the privacy of others.
3. Children age of eight (8) or younger should be under the direct supervision (meaning in the immediate vicinity of) a parent, guardian or caregiver (minimum age 12 or older).
4. Be responsible for the conduct and safety of children in your care.
5. Keep all personal items with you at all times. The library is not responsible for unattended items.
6. In Quiet Study Zone areas, observe "No Talking" and silence electronic devices (or use headphones). In other areas, use a quiet tone of voice, use

- headphones or turn electronic devices to silent mode.
7. Respect and protect library materials, equipment and furniture.
  8. Observe time limits and usage guidelines for library equipment, computers, study and meeting rooms.
  9. Responsibly consume individually packaged snack food and covered drinks. Full meals and pungent foods should be consumed outside of the library building on the nearby benches and tables.
  10. Assistive devices (e.g. wheelchairs, walkers) used by persons with disabilities and strollers are the only wheeled devices allowed in the Library. Bicycles, skateboards, scooters, rollerblades and similar wheeled devices must remain outside of the library.
  11. Keep entrances, exits and aisles clear.

### **Prohibited Conduct<sup>1</sup>**

Prohibited conduct that interferes with the normal functioning of the library includes, but is not limited to, the following:

- A. Any activity prohibited by local, state or federal law.
8. Selling, using, possessing, giving away, or being under the influence of alcohol or illegal drugs.
- C. Abusive, threatening, obscene, harassing or insulting language or behavior.
- D. Misusing, damaging or defacing library materials, furniture, or equipment. This may include, but is not limited to, placing food or drink directly on books or resting shoes or feet on furniture.
- E. Creating hygiene risk, which may include, but is not limited to: taking off shoes and having feet bare; grooming activities such as cutting hair or nails.
- F. Patrons whose bodily hygiene is offensive so as to constitute a nuisance to other persons shall be required to leave the building.
- G. Engaging in any activity that is disruptive to other patrons or staff. This includes the use of electronic devices or other personal equipment that are excessively noisy or distracting, running in the building, or shouting.
- H. Wheeled vehicles, with the exception of strollers and assistive devices, are not permitted in the library.

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<sup>1</sup> See generally California Civil Code §§3479 et. seq.

- I. Riding bicycles, skateboards, scooters, roller blades or similar wheeled devices on library grounds.
- J. Soliciting or selling merchandise or services in the library or on library grounds without the written permission from the Director of Library Services or his or her designee.
- K. Petitioning inside of the library, or outside in a manner which interferes with ingress or egress or the normal use of the library.
- L. Leaving children age eight (8) or younger without direct supervision of a parent, guardian, or caregiver (age 12 or older).
- M. Running, jumping, climbing and other activities in the library or on library grounds that could cause injury to yourself or others.
- N. Bringing animals into the library, with the exception of service animals or animals brought in for special programs approved by the library.
- O. Monopolizing library space, seating, tables or equipment to the exclusion of other patrons or staff.

### **Children in the Library**

The Pleasanton Public Library welcomes children of all ages. Library staff are available to be a resource for children and strive to provide a welcoming and safe environment. However, because public libraries are open to all, libraries cannot be considered safe places for unattended children. The responsibility for the safety and behavior of children in the library rests with the parents, legal guardians, or other caregivers (minimum age 12 or older; hereafter collectively "caregiver"). Library staff do not and cannot assume responsibility for any child.

To provide a facility that is safe, pleasant and conducive to library use for children in the library:

- A. Children 8 years of age and younger must be under the direct supervision of (meaning in the immediate vicinity of) a caregiver who assumes responsibility for the child during the child's entire stay in the library. Caregivers for children 8 years of age and younger must be at least 12 years of age or older.
- B. Children 9 years of age and older may use the library without a caregiver present if the caregiver determines that such child is sufficiently mature to manage himself or herself in a public place alone. Such child must be able to reach a caregiver immediately, either in person or by phone.
- C. If it is unsafe for a child to leave the library without a caregiver, that child should

not be left unattended at the library. Library staff do not monitor when children arrive at or leave the library, nor with whom a child arrives or leaves.

- D. All Children in the library must follow this Code of Conduct. Children are subject to the same consequences as all library users, including being asked to leave the library.
- E. The library does not observe the same schedule every day. Caregivers should be aware of the library's closing times and pick up children prior to the library closing.
- F. Children under the age of 12 left at closing and unable to wait for a caregiver alone may result in the Pleasanton Police Department being contacted, or Alameda County Social Services' Child Abuse Hotline (510) 259-1800 being contacted about potential child neglect.

### **Enforcement Procedures**

In order to be fair and equitable in the application of library policies, once it has been determined that this Code of Conduct, Library Meeting Rooms - General Rules, or another library policy has been violated by a patron, then library staff shall follow the following procedures.

- I. In the event of a first-time, minor infraction:

Patrons will be warned once and may be asked to leave if the unacceptable behavior continues. Repeated or significant violations may result in suspension from library privileges and property, including being required to leave the library building and library grounds for that day or multiple days, depending on the severity of the offense.

- II. Dangerous, destructive, threatening conduct:

Any patron displaying dangerous, destructive, threatening conduct or behavior may have his/her library privileges suspended immediately and without warning, including being required to leave the library building and library grounds. If the safety of other patrons or staff is in jeopardy, staff may immediately call the police.

- III. Trespass:

If a patron refuses to leave the library building and library grounds after being so directed by library staff, the patron will be considered trespassing and may be removed by law enforcement personnel.

- IV. Subject to Search:

Bundles, packages, backpacks, briefcases, purses, and other containers may be

subject to search upon entering or leaving the library in order to preserve the security of library property. Under California Penal Code § 490.5, library staff are authorized to detain a person for a reasonable amount of time if there is probable cause to believe a person is illegally removing library materials.

V. Suspension:

Violations of this Code of Conduct, Library Meeting Rooms - General Rules, other library policy, and any other illegal activity, may result in the immediate removal from the library building and library grounds, suspension of library privileges, and criminal prosecution or other legal action.

Notice of any suspension will be mailed by certified mail to the last known address of the patron, or in the case of a minor child, his or her parents or guardian.

Appeal of a suspension may be made in writing to the Library Director within fifteen (15) days of the date of the notice of suspension. Such written appeal should include facts that may justify rescinding or reducing the suspension. Such written appeal should be delivered to the library at 400 Old Bernal Avenue, Pleasanton, CA 94566 or mailed to P.O. Box 520, Pleasanton CA 94566. The Library Director shall consider any written appeal, may ask the patron for supplemental written information, may request information from library staff, and will issue a written determination within twenty (20) days of receipt of the appeal (or receipt of any requested supplemental written information).

During the pendency of any appeal to the Library Director, the provisions of the Notice of Suspension shall remain in effect.

The Library Director's written determination may be appealed in writing to the City Manager within ten (10) days of the date of the determination. Such written appeal shall be delivered to the City Manager at 123 Main Street, Pleasanton, CA 94566 or mailed to P.O. Box 520, Pleasanton, CA 94566. Such written appeal should include facts that may justify rescinding or reducing the suspension, and an explanation of why the Library Director's determination should be overturned or modified.

During the pendency of any appeal to the City Manager, the written determination of the Library Director shall be in effect.

The City Manager, or his or her designee, will review all written information submitted by the patron and library staff, and determine whether the suspension should remain, be modified, or be overturned. The City Manager, or his or her designee, will issue a written decision concerning the appeal within twenty (20) business days after the receipt of the appeal. The decision of the City Manager, or his or her designee, shall be final.

**Distribution approved by: Nelson Fialho, City Manager**  
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