

Livermore Public Library Patron Conduct Policy

I. Purpose

The purpose of this policy is to guide the public and staff in the principles of conduct that should be observed at the Livermore Public Library (Library). The Library is committed to providing a safe and comfortable space that is welcoming to all people in the community. The Library seeks to maintain an atmosphere that is conducive to a variety of uses, including education, research, study, and participation in the Library's classes and events. While the Library welcomes all people, it is each patron's responsibility to act within the guidelines of this policy to protect all individuals' rights to use the Library.

This policy applies to the use of all Library facilities. This policy does not pertain to the rented café space at the Civic Center Library or the plaza outside the Civic Center Library.

II. Policy

The following conduct is expected of patrons using a Library facility.

1. Be courteous and respectful toward staff and other Library patrons.
 - a. Use of abusive, threatening, harassing, or insulting language and/or behavior will not be tolerated.
 - b. Engaging in behavior that a reasonable person would find harassing, threatening, harmful, or disruptive, including inappropriate touching, unwanted discourse, stalking, prolonged staring, or following another with the intent to annoy or disturb will not be tolerated.
2. Use the Library in a safe manner.
 - a. Blocking entrances, exits, or walkways is prohibited.
 - b. Bicycles and other objects which may constitute a safety hazard are prohibited. Skateboards, rollerblades and other smaller objects are allowed to be carried in the Library if stowed safely away from entrances, exits, and walkways.
 - c. Weapons are prohibited.
 - d. Running, horseplay, and any other behaviors which may constitute a safety hazard will not be tolerated.
3. Use the Library in a manner appropriate to its mission as a community education facility.
 - a. Wear appropriate dress, including shirts, pants/bottoms, and shoes.
 - b. Keep noise at a reasonable level. It is understood that a vibrant educational facility is not silent, but excessive noise that disrupts other patrons or staff (e.g. loud talking, screaming, playing audio equipment, loud cell phone use, banging on desks or computer keyboards) is prohibited.
 - c. Refrain from bringing pets or animals into the library, with the exception of service dogs as defined by the Americans with Disabilities Act.

- d. Refrain from entering restricted and/or nonpublic areas of the Library without staff permission.
 - e. Refrain from sleeping or lying down while in a Library facility.
 - f. Refrain from using Library restrooms for bathing, shampooing, doing laundry, or related activities.
 - g. Follow the reasonable direction of Library staff.
4. Treat Library property with respect.
 - a. Causing damage to Library property, including the facility, materials, furnishings, computer systems, and equipment, is prohibited.
 - b. Individual snack foods and drink are allowed, but must be consumed in a manner that will not require cleanup or cause damage to Library materials, furniture, or equipment. Drinks should be covered.
 - c. Food and drink are not allowed near Library computers.
 5. Keep personal belongings attended at all times. The Library is not responsible for the loss or damage to individual or group property while using the Library. The Library cannot store or oversee personal equipment and supplies.
 6. Follow all laws while using the Library. Acts subject to prosecution under criminal or civil codes of law are prohibited.

III. Policy Enforcement

Patrons are expected to comply with this and all other Library Policies, as they pertain to the patron's use of the Library. All Library policies can be found on the Library's website. Enforcement of this Patron Conduct Policy will be by Library staff and/or local police, as appropriate.

Minor violations of the Patron Conduct Policy will first result in Library staff attempting to educate or warn individuals about policies and enforcement, either verbally or in writing. Repeat misconduct or severe offenses (even a single isolated event) may result in the suspension of an individual's library privileges for a minimum of one day to a maximum of one year. Below are examples of inappropriate patron behaviors and suspension time periods.

One-Day Suspension

- Ignoring repeated staff warnings about noise level or another minor conduct issue

One-Week Suspension

- An escalation of any of the above or similar behaviors, or the repetition of these behaviors despite previous warnings or the previous imposition of a one-day suspension
- Entering a restricted area without staff permission
- Engaging in behavior that a reasonable person would find harassing or threatening

One-Month up to Six-Month Suspension

- An escalation of any of the above or similar behaviors, or the repetition of these behaviors despite previous warnings or the previous imposition of a one-week suspension
- Minor defacing of Library facilities, furnishings, materials, computer systems, or equipment

One-Year Suspension

- Any criminal behavior
- Bringing a weapon of any kind into the Library
- Physical violence of any kind
- Repeated or escalating behavior that prior suspensions did not correct

If staff determines that a one-day suspension is appropriate, staff will ask the individual to leave for the day. If staff determines that a patron has engaged in severe or repeat misconduct and determines that the individual's library privileges should be suspended for more than one day, staff will issue an Access and Privileges Suspension Letter (see Attachment A). The letter will indicate the reason(s) and time period for the suspension. If possible, the notice will be hand-delivered to the individual when the determination to suspend Library privileges is made. If it is not possible to hand-deliver the notice and the individual's name and address are known, the notice will be mailed to the individual. If the patron whose privileges are being suspended is a minor, a copy of the suspension notice will be mailed to the parent or guardian of the individual, if staff is able to obtain contact information.

If any person named in a suspension letter enters a Livermore Public Library facility prior to the return date listed on the suspension letter, he or she will be asked to leave. If the individual does not leave when asked, staff will contact local police. Individuals who enter a Livermore Public Library facility before the return date listed on the suspension letter are subject to arrest for trespass under California Penal Code Section 602.1(b).

Anyone whose Library privileges have been suspended for more than one week may appeal the decision to the City of Livermore Risk Manager. The Risk Manager, or designee, may affirm, modify, or revoke any suspension. Appeals must be made in writing and must be received within seven days of the suspension. Appeals should be addressed to the Risk Manager, City of Livermore, 1052 S. Livermore Ave., Livermore, CA 94550.

Approved by the Library Board of Trustees 1/25/2018
Revised by the Library Board of Trustees 1/27/2020

Livermore Public Library
Patron Conduct Policy: COVID-19 Addendum

For the duration of the City of Livermore's COVID-19 Emergency Declaration, the following are additional conduct expectations for patrons using a Library facility.

1. Follow orders and guidelines from the California Department of Public Health, the Alameda County Public Health Department, and the City of Livermore, as related to the COVID-19 pandemic.

- a. Wear a face covering at all times while inside a library facility, or while interacting with library staff or other patrons; face coverings should completely cover the mouth and nose. Individuals who cannot medically tolerate the wearing of a face covering should contact the library prior to visiting so that a reasonable accommodation for services can be made.
- b. Follow required entry procedures (such as health screening, temperature check, use of hand sanitizer, etc.) before entering the library. Patrons who do not meet entry guidelines will be offered a reasonable accommodation, such as telephone or curbside service.
- c. Maintain social distancing guidelines of at least 6 feet between all individuals or family groups while on library property and while inside library facilities.
- d. Follow staff direction and posted signage regarding use of equipment, furniture, materials, and spaces; refrain from using equipment, furniture, materials, or spaces that have been placed out of service.
- e. Adhere to any time limits and capacity limits established for facility use.
- f. Follow any posted safety notices.
- g. Direct any concerns regarding the health and safety practices of another patron to library staff.

Approved by the Library Board of Trustees 9/24/20