

Pleasanton Public Library Code of Conduct

PURPOSE

The Pleasanton Public 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. These general standards and rules of behavior have been established to best serve all Library users and staff.

POLICY

The Pleasanton Public Library serves various functions for library patrons, including that of a community gathering place; a site to study, conduct research, read; and a place to explore educational, 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 patrons or staff; when it can result in a safety or security hazard, injury, or damage to 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. Be responsible for the conduct and safety of any individual that is in your care
4. Keep all personal items with you at all times. The Library is not responsible for unattended items
5. In Quiet Study Zone areas of the Library, observe "No Talking" and silence electronic devices (or use headphones). In other areas, use a reasonable tone of voice
6. Respect and protect library materials, equipment and furniture
7. Observe time limits and guidelines for library equipment, computers, study rooms and meeting rooms
8. Responsibly consume food and drinks, and clean and dispose of all trash
9. Keep entrances, exits and aisles clear
10. Ensure the safe use of wheeled devices. Assistive devices (e.g. wheelchairs, walkers, electric scooters) 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. To ensure the safety and well-being of all participants, individuals must be able to visit the Library independently and safely participate in programs, activities, and use of facilities without requiring personal assistance. If a participant requires support for daily activities, mobility, or communication, a responsible caregiver must accompany them at all times. If you have questions about accommodations or support services, please contact Library and Recreation Administration at 925-931-5340 prior to attending.

PROHIBITED CONDUCT

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
- B. Abusive, threatening, obscene, intimidating, harassing, or insulting language or behavior
- C. Selling, using, possessing, giving away, or being under the influence of alcohol or illegal drugs, in the Library building, lobby area, or on Library premises during Library programs.
- D. Smoking, vaping and the use of e-cigarettes or similar devices are strictly prohibited inside the Library
- E. Engaging in any activity that is disruptive to other patrons or staff. This includes shouting, running in the building, or the use of electronic devices or other personal equipment that are excessively noisy or distracting
- F. Misusing, damaging, or defacing library materials, furniture, or equipment. This may include, but is not limited to, placing or spilling food or drink directly on materials, leaving trash and food on furniture, or resting shoes or feet on furniture
- G. Creating hygiene risks, which may include, but are not limited to, taking off shoes and having feet bare, and grooming activities such as cutting hair or nails
- H. Patrons whose bodily hygiene is offensive so as to constitute a nuisance to other persons shall be required to leave the building
- I. Riding bicycles, skateboards, scooters, roller blades or similar wheeled devices inside the Library
- J. Soliciting or selling merchandise or services in the Library or on Library grounds without the written permission of the Director of Library and Recreation, or designee
- K. Petitioning inside of the Library, or outside in a manner that 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. Leaving vulnerable adults requiring assistance without direct supervision of a caregiver
- N. Running, jumping, climbing, and other activities in the Library or on Library grounds that could cause injury to yourself or others
- O. Bringing animals into the Library, with the exception of service animals or animals brought in for special programs approved by the Library. Additional information is outlined in the Library Code of Conduct: Animals in the Library addendum
- P. 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"). 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 age eight (8) years and younger must be under the direct supervision of (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 must be at least twelve (12) years of age or older

- B. Children age nine (9) and older may use the Library without a caregiver present if the caregiver determines that the child is sufficiently mature to manage themselves alone in a public place. The child must be able to reach a caregiver immediately, either in person or by phone
- C. The Library does not assume responsibility in loco parentis (in place of a parent or guardian). Participants are free to enter and leave Library programs and facilities on their own. Staff do not monitor when children arrive at or leave the Library or with whom they arrive or leave
- D. All children in the Library must follow this Code of Conduct. Children are subject to the same consequences as all patrons, 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 before the Library closes
- F. Children 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, the Library Meeting Rooms - General Rules, or another library policy has been violated by a patron, then 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 for that day or multiple days, depending on the severity of the offense.

II. Dangerous, destructive, threatening conduct

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

III. Trespassing

If a patron refuses to leave the library building and library grounds after being directed by staff and while suspended from using library facilities, 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 are subject to search upon entering or leaving the Library in order to preserve the security of library property.

V. Suspension

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

Notice of any suspension will be presented in person or mailed by certified mail to the patron's last known address, or in the case of a minor child, to their parents or guardian.

VI. Appeals

Appeal of a suspension may be made in writing to the Director of Library and Recreation, or designee, 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 Pleasanton Public Library at 400 Old Bernal Avenue, Pleasanton, CA 94566, or mailed to P.O. Box 520, Pleasanton, CA, 94566. The Director of Library and

Recreation, or designee, shall consider any written appeal, may ask the patron for supplemental written information, may request information from 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, the provisions of the Notice of Suspension shall remain in effect.

The 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 and Recreation Director's determination should be overturned or modified.

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


The City Manager, or designee, will review all written information submitted by the patron and staff, and determine whether the suspension should remain, be modified, or be overturned. The City Manager, or 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 designee, shall be final.

Distribution approved by:



Gerry Beaudin, City Manager

Established:



Date