



City of Camarillo

LIBRARY BOARD OF TRUSTEES

Section: Library Board of Trustees

Date Adopted: December 8, 2010

Last Amended: January 8, 2020

Subject: **CODE OF CONDUCT POLICY**

Number: 13.01

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PURPOSE

To outline standards of conduct expected of persons using the Camarillo Public Library and the administrative processes to be used when those standards are violated for the comfort, safety and protection of all library patrons.

POLICY

The Camarillo Public Library is open to the general public. The policy ensures that everyone has the right to use library services and resources provided his or her behavior does not unreasonably interfere with the rights of others to do the same.

A. Library Behavior

1. Behavior that is disruptive to others, including staff, is prohibited.
2. Library patrons must be considerate of others in the library and treat other patrons and staff with courtesy and respect, honor other patrons' privacy, and keep all conversations at a minimum volume. Using harassing or insulting language or behavior will not be tolerated.
3. Personal items must be attended to at all times. Unattended personal items inside or outside library property will be removed and taken to the Lost and Found bin.
4. Per City Council Policy 11.13, Use of Camarillo Library Ancillary Facilities, it is prohibited to use library facilities for campaign purposes or soliciting contributions for political parties, individuals, or groups.
5. Any action recognized as destructive, illegal or dangerous, including carrying weapons is prohibited in the library.
6. All devices, including cell phones must be set to mute or vibrate in the library. All phone calls and voice chat functions are prohibited in the library and must be taken outside or used in areas designated by library staff.

7. Food and beverages (excluding water in a no-spill bottle) may only be consumed in designated areas.
8. If a person creates or emanates a detectable odor that disturbs other library patrons or staff, they will be asked to leave until the situation is corrected.
9. Bicycles, skates, shoes with wheels, skateboards, collapsible scooters and similar means of conveyance may not be used inside the library. Bicycles and scooters must be stored outside at the bicycle rack. Other items listed must be kept with the patron.
10. Smoking or use of tobacco products, including electronic cigarettes, and vaping, are prohibited on the entire property of the Camarillo Public Library, including the courtyard, parking lot, back lawn, and walkways per City of Camarillo Municipal Code 10.44.020.
11. The consumption of alcohol is prohibited on the premises except for special events that have obtained appropriate City approvals.
12. Shopping carts are not allowed in the library designated patio areas or the courtyard area in front of the library.
13. Shirts/tops, pants/shorts/skirts and shoes must be worn in the library at all times.
14. Sleeping or loitering in the library is prohibited.
15. Only service animals as defined by the Americans with Disabilities Act (ADA) are allowed in the library. Under the ADA, a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability. Dogs or other types of animals used for emotional support, therapy, comfort, or companion animals are not considered service animals. No other animals are allowed in the library except with consent of the Library Director for programmed events. The ADA requires that service animals be under the control of the handler at all times.
16. Library restrooms may not be used for bathing, shaving, washing hair or clothes.
17. Furniture without casters cannot be moved. Movable furniture must be returned to its original location. Sitting and lying on the floor is prohibited, except in designated areas or allowed by library staff.
18. Fraudulent use of another patron's library card and/or number for any purpose, including reserving or using library computers is prohibited.
19. Filming and photography in the library should be for personal use only and kept to a minimum to help protect patron privacy. For questions about filming in the library or to schedule a time to film when the library is not in use please contact askus@camarillolibrary.org.

B. RULES FOR SUPERVISION OF MINORS

1. Parents, caregivers and teachers are responsible for the behavior of children under their supervision. Children under the age of 9 must be accompanied by a parent or responsible caregiver 12 years old or older. A responsible adult must directly accompany preschool children at all times. Library staff cannot assume responsibility for children at any time. If an unattended child is in the library at closing time, police will be notified and asked to pick up the child. Library staff are not permitted to offer the child transportation home.

C. VIOLATIONS

1. It is unlawful for any person to fail to obey a directive from library personnel to cease and desist from the violation of any regulation, statute, or ordinance applicable to the use of the library. Authorized library staff members shall follow the procedures set out below to enforce the library's Code of Conduct Policy in a fair and reasonable manner. Authorized staff members, including administrators, security personnel, managers, supervisors, or staff members designated by a supervisor to intervene with patrons in order to ensure compliance with the library's Code of Conduct Policy.
2. Library staff responding to possible violations may request that patrons identify themselves by presenting a library card or other forms of identification such as a Driver's License or school identification. A patron who does not comply with the Code of Conduct Policy will ordinarily receive an initial verbal warning from library staff, unless the patron's misconduct involves actual or potential harm to another patron, staff or library property. Staff will inform the patron involved of the relevant conduct policy and rule(s) and warn the patron that continued violation will result in a loss of library use privileges. If the misconduct continues, or if library staff consider the misconduct sufficiently disruptive, the patron may be asked to leave the library for the remainder of that day.
3. Written notice is not required for initial warnings or suspension for the remainder of a day. If the patron believes that the treatment is unfair, a supervisor or ranking staff member may be called upon to consider the patron's objection. The supervisor's or ranking staff member's decision will be final.
4. When a patron under 18 years of age is to be suspended, staff will offer to notify their parent or guardian of the suspension by telephone, text, or email before the minor patron leaves the library.

D. SUSPENSIONS FOR ONE (1) DAY OR LONGER

1. Some misconduct may result in a patron being suspended for longer periods, from one (1) full day up to a full year, depending upon the severity or repeated character of the misconduct. The Library Director is authorized to suspend patrons from library, and their use privileges, for periods of one (1) full day or longer.

2. Suspension of library use privileges denies the patron access to the library building and grounds, online spaces, phone calls to library staff (unless required by order of the suspension), and all library programs.
3. Violation of the terms of suspension, including trespassing on library property or harassment of staff by phone or in online environments, will be reported to local law enforcement and may be subject to criminal prosecution or other legal action.
4. A Notice of Suspension of Library Use Privileges (see below) will be provided to the patron at the time the suspension is imposed, if possible, or sent to the patron by mail at their last known address. The Notice shall state the rule violation(s) upon which suspension is based and inform the patron of the procedure for requesting review of the suspension by the Library Director.

Following are guidelines for suspension periods, which may vary based on the severity of a patron's misconduct and on any past non-compliance by the patron regarding the Library Code of Conduct Policy.

| Length of Suspension | Misconduct Involved |
|--------------------------------|---|
| 1 Day | Ignoring repeated warnings about disruptive behavior Refusing to follow the directions of library staff |
| 1 Week (7 consecutive days) | Trespassing on library property after having been asked to leave the premises Minor damage to library property A repeat or escalation of misconduct |
| 1-6 Months | Threatening or harassing others with hostile or inappropriate remarks Possession or use of intoxicating or controlled substance A repeat or escalation of misconduct |
| 7 Months - 1 Year or Longer | Stealing from other patrons or the library Serious damage to library property Physically assaulting or inappropriately making contact with other patrons or staff Lewd conduct A repeat or escalation of misconduct |

E. APPEALS

1. A patron who wishes to appeal a suspension of one (1) month or longer, may do so within ten (10) calendar days from the date of the Notice of Suspension by making a written request to the Library Director at the library's address or by emailing the Director at the email address provided in the Notice of Suspension. The library will offer the patron a reasonable opportunity to be heard by the Director. The Director's decision on any appeal shall be final.
2. For a suspension of six (6) months or more, a panel will convene to review the suspension period. The panel may consist of the Library Director and other official staff within the City of Camarillo. When use privileges of a patron under age 18 are suspended, the patron's parent or guardian will also be notified and will be provided with a copy of the Notice of Suspension by mail.

Attachment: City of Camarillo Policy 11.13, Use of Camarillo Library Ancillary Facilities

NOTICE OF SUSPENSION OF LIBRARY USE PRIVILEGES

To: _____
Library Card No. _____

On _____ at approximately _____, you were observed at the Camarillo Public Library.

At that time, you were engaging in the following conduct which violated the Library Code of Conduct, a copy of which has been provided to you and which is also attached to this Notice:

- Disruptive behavior affecting staff or patrons
 - In possession of objects or substances prohibited at the library
 - Unreasonably loud use of cell phone or another electronic device
 - Selling products or services or soliciting donations
 - Other conduct violating the Code of Conduct Policy:
- _____

Because of the inappropriate conduct noted above and/or other history of inappropriate conduct at the Camarillo Public Library or on library property, your library privileges are suspended until the date shown below. If you come into the library or onto library property before that date, police may be called, and you will be subject to arrest for trespassing.

You may appeal this loss of library privileges by sending a written request within ten (10) days from the date of this Notice of Suspension, addressed to the Library Director at Camarillo Public Library, 4101 Las Posas Road, Camarillo, CA 93010, or by emailing the Director at director@camarillolibrary.org. Your request should explain the reasons why your library use privileges should not be suspended.

Unless the Director issues a written determination altering the terms of your suspension, your suspension will be in effect until the date shown below.

Date of suspension of library use privileges: _____
Date on which privileges will be restored: _____
Staff member name and title: _____
Signature of staff member: _____

Attached:
Code of Conduct Policy