

# GOLETA VALLEY LIBRARY

## RULES OF CONDUCT

Welcome to the Goleta Valley Library. These rules of conduct are for the comfort, safety and protection of all Library patrons and Library staff. Library staff will firmly and courteously enforce these rules. The Library reserves the right to limit the size and number of items brought into the Library.

We ask your cooperation in maintaining an environment conducive to enjoyable use of the Library for all.

### I. IMMEDIATE REMOVAL FOR DANGEROUS, DESTRUCTIVE, OR ILLEGAL CONDUCT:

- Physical abuse or assault;
- Fighting or challenging to fight;
- Making violent and threatening statements;
- Engaging in or soliciting any sexual act; and
- Damaging or destroying Library property
- Stalking, bullying or intimidating another person

### NO ACTIVITIES THAT DISTURB OTHER PATRONS' USE OF THE LIBRARY ARE ALLOWED

These examples are provided as an illustration, this is not an exhaustive list. Any patron displaying any dangerous, destructive, or illegal behaviors will be instructed to leave the Library immediately. Police will be called and appropriate legal action will follow. **In addition to immediate removal from the Library and possible criminal prosecution, a patron exhibiting such behaviors may have their Library privileges suspended for up to one year, depending upon the severity of the situation. Library staff will document the incident with an Incident Report provided in the attached Suspension Policy (Attachment A).**

### II. OTHER PROHIBITED CONDUCT:

These examples are provided as an illustration, this is not an exhaustive list.

1. Failing to observe Library rules or policies.
2. Leaving personal items unattended for more than fifteen minutes.  
Unattended personal items are subject to the City of Goleta Policy on **Lost and Unclaimed Personal Property and Abandoned Property Found on City-Owned Property**.
3. Failing to wear shirt/top, pants/skirt, and shoes.
4. Leaving children under the age of nine (9) unattended by a parent or authorized person age 14 or older.
5. Blocking Library entrances or exits with personal property (i.e., bicycles, strollers, shopping carts, etc.) or leaving animals unattended anywhere on Library Property.
6. Entering Library with animals other than service animals authorized by law (only animals allowed are dogs & miniature horses).
7. Entering Library with bicycles.
8. Running, riding skates, roller shoes, scooters, skateboards, or other similar devices anywhere on Library Property.
9. Smoking or vaping.
10. Unreasonable interference with another person's use of the library or with library personnel's performance of duties.
11. Entering areas designated for use by library staff only without permission.
12. Fraudulent use of another's Library card and/or number for any purpose, including using another's Library card to reserve or use Library computers.
13. Photographing or filming people without their consent, or for media or commercial purposes.
14. Use of public rest rooms for an unintended purposes such as laundering, bathing, shaving, sexual activity, or illegal drug use of any kind.
15. Possessing, consuming, or being under the influence of alcohol or illegal drugs.
16. Drinking, except for nonalcoholic beverages with a secure top.
17. Eating, except in Library designated areas.
18. Disturbing or annoying anyone with loud and/or unreasonable noise, including but not limited to, shouting, yelling, screaming, causing loud percussive noise, singing, using electronic equipment or mobile telephones at a volume that disturbs others.
19. Sleeping in the library for more than an hour and a half.
20. Petitioning, soliciting or selling merchandise or services or setting up outdoor tables without written permission from the Library Branch Supervisor or designee.
21. Refusal to follow reasonable direction from Library staff.
22. Having offensive body odor or personal hygiene such that it is a nuisance to other patrons' use of the Library.
23. Refusal to leave library premises at closing or trespassing at any time.
24. Carrying weapons of any type.

**If you observe anyone violating any of these rules of conduct, please inform Library staff.**

**Any patrons displaying these behaviors will be addressed based upon the procedures in the Patron Suspension Policy (Attachment A), a copy of which to be made available upon request.**

**EXCEPTION: Notwithstanding the progressive action described above, if a patron cannot or does not cease the behavior immediately upon direction from Library staff, the Library staff shall direct the patron to leave the Library immediately and not to return to the Library until the behavior ceases.**

*Adopted by the City of Goleta on \_\_\_\_\_*

**ATTACHMENT A**  
**GOLETA VALLEY LIBRARY**  
**PATRON SUSPENSION POLICY**

**PURPOSE**

In order to provide and maintain a comfortable and safe environment for all patrons and city staff, the City of Goleta has adopted Rules of Conduct for library patrons. A violation or repeated violations of any of the rules of conduct may warrant a suspension of library privileges. Suspension of library privileges will result in removal from, and denial of access to, the Goleta Valley Library facilities for a designated period of time.

During operating hours, the Library Director or his/her designee shall be responsible for the enforcement of these rules and regulations. Any violation thereof shall be immediately reported to the Library Director or designee who shall make inquiry of the facts and circumstances surrounding the complaint and who will follow the procedures below.

The Library shall indemnify and save harmless the Library Director, his/her designee, or any Library Personnel for any action, claim, or proceeding against any person arising out of the enforcement of these Rules and regulations by such Library personnel.

**SUSPENSION PROCEDURES**

Authorized City staff members shall apply the following procedures:

For all incidents handled formally, Library staff will create an incident report and save the report in accordance with the incident report document at the end of this policy.

Immediate suspension will occur for the following behaviors and will not be tolerated: illegal activities, including damaging or destroying city property; physical abuse or assault; fighting or challenging to fight; making violent & threatening statements; and stalking or intimidating another person.

Any patron displaying any dangerous, destructive, or illegal behaviors will be instructed to leave the library immediately. Police will be called and appropriate legal action will follow. In addition to being instructed to leave the library immediately, a patron exhibiting such behaviors will have their library privileges suspended for up to one year, based on the severity of the situation.

All other non-violent prohibited behaviors will be addressed in the following manner:

FIRST VIOLATION: Initial warning and given copy of Library Rules of Conduct.  
SECOND VIOLATION: Library privileges suspended for seven (7) days.  
THIRD VIOLATION: Library privileges suspended for up to one year.

**I. INITIAL WARNINGS**

When a patron has violated the Goleta Valley Library Rules of Conduct by displaying behavior that is more disruptive than violent or physically threatening, authorized library staff will handle these situations in the following manner:

Provide the patron with a copy of the Library Rules of Conduct. Explain to the patron that they are engaging in disruptive behavior, what that behavior is and the importance of abiding by the Rules of Conduct. The patron will be advised that further violations of the rules will not be tolerated and may result in a one-week suspension from the Library.

**II. SUSPENSION - 7-DAY**

A seven (7) day suspension will be issued if a patron continues to display disruptive behavior. If disruptive behavior continues, a patron may be suspended for additional days with a maximum of one year. Any suspension longer than seven (7) days will be issued in a minimum of one month increments.

1. If disruptive behavior continues either after an initial warning, a patron will then be suspended for seven (7) days.
2. The authorized staff member will fill out a Library Incident Report to document the incident and conversation with the patron. The Incident Report will be submitted to the Library Director.
3. When a decision is made to suspend a patron for seven (7) days or more, authorized staff must complete and provide the patron notice of the suspension with an Incident Report.
4. A copy of the Incident Report must be provided to the patron. If the patron refuses to accept the Incident Report, that must be documented.
5. In the case of a minor (under the age of 18), the Library will also attempt to notify the parent or guardian and also provide them with a copy of the completed document.
6. A patron will receive only a single seven (7) day suspension for disruptive behavior. Any further suspensions for disruptive behavior will be for 1 or more months.
7. Patrons may appeal seven (7) day suspensions by requesting a hearing with the Goleta hearing officer by emailing the Library. The request will be forwarded by Library staff to the Goleta hearing officer in all circumstances.
8. The appeal will be reviewed by a Goleta hearing officer as soon as practicable. If by a preponderance of the evidence it is determined that the suspension is unwarranted, the suspension will be withdrawn.

**III. SUSPENSION - 1-6 MONTHS**

1. If a patron has been issued a seven (7) day suspension for displaying disruptive behavior and disruptive behavior continues either during the suspension period or afterwards, a decision will be made to suspend the patron for one to six months.
2. If a decision is made to suspend a patron for one to six months, the Library employee who observed the disruptive behavior will complete an Incident Report document noticing the suspension and the Library Director will make the suspension effective by signing the Incident Report.

3. A copy of the Incident Report must be provided to the patron. If the patron refuses to accept the Incident Report, that must be documented.
4. In the case of a minor (under the age of 18), the Library will also attempt to notify the parent or guardian and also provide them with a copy of the Incident Report document.
5. The authorized staff member will fill out a Library Incident Report to document the incident and conversation with the patron. The Incident Report will be submitted to the Library Director.
6. Any patron suspended for one to six (6) months has the right to a hearing with the Goleta hearing officer.
7. To receive a hearing before the Goleta hearing officer, the patron must request a hearing, in writing, within three (3) working days of receiving an Incident Report. If the hearing is not requested in that timeframe, the appeal is forfeited. The hearing shall be scheduled within ten (10) working days of receipt of the hearing request. The patron must describe the circumstances surrounding the incident and explain why they believe the suspension is unfair in the circumstances.
8. All hearings are held on Zoom or another online video conferencing platform. If the patron suspended has no access to a video conferencing platform, they may instead be heard over the phone. A parent or guardian must accompany a minor (under the age of 18) to the hearing.
9. The decision of the Goleta hearing officer on appeal is final.

#### **IV.SUSPENSION – 7 MONTHS OR LONGER:**

1. If a decision is made to suspend a patron for longer than six (6) months, the employee who observed the disruptive behavior will complete an Incident Report document.
2. The authorized staff member will fill out a Library Incident Report to document the incident and conversation with the patron. The Incident Report will be submitted to the Library Director.
3. A copy of the Incident Report must be provided to the patron. If the patron refuses to accept the Incident Report that must be documented.
4. In the case of a minor (under the age of 18) the Library will attempt to provide the parent or guardian with a copy of Incident Report.
5. Any patron suspended for more than six (6) months has the right to a hearing with a Goleta hearing officer.
6. To receive a hearing before a Goleta hearing officer, the patron must request a hearing, in writing, within ten (10) working days of receiving the Incident Report. The patron must describe the circumstances surrounding the incident and explain why they believe the suspension is unfair in the circumstances.
7. All hearings are held at the Goleta City Hall. The hearing shall be scheduled within ten (10) working days of receipt of the hearing request. Appropriate library staff or patrons that were witnesses to the event may also be asked to appear.
8. The decision of the Goleta hearing officer will be final.

**INCIDENT REPORT**  
GOLETA VALLEY LIBRARY

LIBRARY BRANCH: \_\_\_\_\_ TIME: \_\_\_\_\_ DATE: \_\_\_\_\_

Reported by: \_\_\_\_\_ Location of Incident: \_\_\_\_\_

Library Unit:       Patron Services                       Reference       Youth Services       Tech Services

**Description of Patron:**       Male       Female      Name (if known): \_\_\_\_\_

Ethnicity:                      Age: \_\_\_\_\_ Height: \_\_\_\_\_      Hair color: \_\_\_\_\_

Clothing/Distinctive features: \_\_\_\_\_

**Incident:**

**Action Taken:**

Reported to: \_\_\_\_\_

**Outside agency contacted:**  911  other: \_\_\_\_\_

Police Officer's Name: \_\_\_\_\_

Case Number (if applicable): \_\_\_\_\_

**Risk Management Incident Report filled out?** (Any incident involving potential injury of a patron)

**Distribution List:** Library Director, Neighborhood Services Director, Assistant City Attorney, Assistant City Manager, City Manager, Risk Management

*Please e-mail a copy of the incident report to each of the staff above **AND** make a copy for the Incident Report Log located at the Reference Desk. Save on H Drive in Everyone\Library Monitors\Incidents...*