

# Standards of Behavior

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## The Whittier Public Library welcomes you.

The Library has adopted this policy to ensure a positive library experience for everyone who visits any Whittier Public Library location.

The Library is open to all members of the general public for the purposes of reading, writing, conducting research, studying and the use of Library materials.

Everyone has a right to quality library services in an atmosphere that is safe and free of disturbances from others. To that end, the Library prohibits any behavior that infringes on the reasonable expectation by Library patrons of a quiet and safe environment free of unreasonable disruption. While you are here, please be considerate of others.

The Library expects its patrons to abide by the following rules. These rules are expressly promulgated to maintain the Library's peaceful atmosphere, facilitate Library usage to as many patrons as possible, preserve easy access to Library materials, and protect Library property.

Failure to comply with these standards may constitute grounds for warning to cease the offending behavior, loss of Library privileges and/or an order to immediately leave the Library premises.

## Help Us Keep The Library A Safe Place.

### Follow staff instructions including (but not limited to) the following:

- Stay in public areas of the Library unless accompanied by a staff person.
- Vacate the Library at closing time and during emergency situations.

### Follow all local, state and federal laws.

### The following behavior is strictly prohibited:

1. Theft, defacement, or destruction of Library property. California Education Code Section 19910 provides that it is a misdemeanor to cut, tear, write in, mark, deface, break or injure library property, and that the parent or guardian of a minor who willfully and maliciously commits any of these prohibited acts shall be liable for all damages so caused by the minor.
2. Possession or display of weapons, illegal or controlled substances, or alcohol.
3. Sexual activity in the Library.
4. Harassment, behaving in a threatening or abusive manner to other patrons or to staff, or behaving in a manner which reasonably can be expected to disturb others (including but not limited to battery, verbal threats, abusive language, stalking, following another person about the Library with the intent to annoy

that person, staring at another person with the intent to annoy that person, offensive touching, noisy or boisterous activities, singing, and talking in monologues).

5. Manipulating or bypassing Library software and/or computer systems, such as those that regulate computer use, as well as tampering with Library computer hardware or accessories. This includes (but is not limited to) violation of California Penal Code section 502 [“Computer crimes”].
6. Taking photographs on Library premises without the express permission of both the Library Director or designee, as well as any person being photographed (including the express permission of a parent or legal guardian if the person is a minor), for the purpose of protecting the privacy interests of Library patrons.

**Follow all Library policies.** These include but are not limited to the Library’s Internet Use Policy, the Library’s Wireless Internet Access Policy and the Library’s Chromebooks Policy.

### **Child Safety**

- Ensure that a caregiver 18 years or older closely supervises all children under the age of
- Make certain that children do not engage in unsafe activities, including, but not limited to, swinging, climbing, or standing on furniture and equipment.
- Adults may use the Children’s Department and Young Adult lounge area only if they are using the collection or are accompanied by a child using the collection. California Penal Code Section 653b states that it is against the law to loiter without lawful business in any public place where children congregate.

### **Tobacco / Nicotine Use**

- No smoking, including the use of e-cigarettes (i.e., electronic inhalers meant to simulate and substitute for tobacco smoking by utilizing a heating element to vaporize a liquid solution), inside the Library or within twenty (20) feet of main entrances, exits, and operable windows.

### **Wheeled Devices**

- Secure all bicycles outside, away from doors and book drops. Using bicycles, roller skates/blades or skateboards within the Library is prohibited. Wheelchairs to assist handicapped and/or physically disabled Library patrons are permitted.

### **Attire**

- Library visitors and patrons must be fully clothed, including shirt and shoes, at all times.

### **Animals**

- Animals are not allowed in the Library or on Library grounds, with the exception of service animals on duty or in training, and animals that are part of Library-approved events.

## Use Your Library Appropriately And With Respect.

### Property

- Use the Library's property (e.g., facilities, materials, and furnishings) for its intended purpose. For example, tables are not meant to be used as foot rests, books and other reading material must be handled with respect, and facilities must be maintained and left in a clean and orderly manner.
- Do not distribute or post printed material in the Library without the express permission of the Library Director or designee.
- Telephones at all desks are for Library business only.

### Restrooms

- Use of the Library's restrooms for bathing, shaving, washing hair or laundry, sleeping or camping is prohibited.
- Adults may only use the Children's restroom while accompanying or assisting a child, or with the express permission of Library staff.

### Food and Drink

- Food is not permitted in the Library unless part of a Library-sponsored program. Drinks are not permitted in the Library unless part of a Library-sponsored program, unless a drink has a tightly-fitted lid (with the exception of no drinks at all are permitted in computer areas).

## Help Us Create An Environment That Allows Everyone to Enjoy Visiting the Library.

Keep **noise** levels down to avoid disturbing others by:

- Lowering voices.
- Using headphones on low volume.
- Silencing ringing or other sounds created by cell phones and other electronic devices.
- Quietly talking on cell phones.

**Behave** in a manner that does not interfere with another person's ability to use and enjoy the Library or prohibit staff from providing services.

- Unacceptable behaviors include, but are not limited to:
  1. Monopolizing Library equipment, resources, or staff time.
  2. Sleeping in the Library.
  3. Attempting to sell or solicit, or actually selling or soliciting, in the Library.
  4. Petition-signing and/or taking surveys in the Library.
  5. Panhandling (meaning to approach strangers and beg for money, food, or some other item) in the Library.

6. Blocking or impeding access to the Library, including but not limited to blocking or impeding use of Library entrances, exits, facilities or property.
7. Lack of personal hygiene, or use of perfume or fragrance, which produces an odor that constitutes a nuisance by interfering with the reasonable use of the Library by other Library patrons, or by interfering with Library staff's ability to reasonably perform their duties, constitutes grounds for warning to cease the offending behavior and/or an order to immediately leave the Library premises.
8. Selling or soliciting for charitable non-profit purposes is limited to outside areas as designated by the Library Director, and as expressly pre-approved by the Library Director through written verification of charitable non-profit status.
9. Petition-signing and/or taking surveys are both limited to outside areas as designated by the Library Director, with the express exception of those areas open to such use (e.g., public sidewalks) pursuant to either California or federal constitutional rights.
10. Parents and/or caregivers are responsible for their children's behavior.

**Personal Items:**

- Keep personal items with you at all times.
- Library staff may remove unattended personal items.
- Do not block aisles, walkways, entrances, or access to Library equipment or collections with personal items.

**Please report inappropriate or questionable behavior to Library staff or a Library security officer immediately.**

These Standards of Behavior are also available as a brochure. The Library Director and his/her designated staff are responsible for interpreting these rules in accordance with applicable law and for ensuring appropriate behavior in all Library facilities.

Violation of the foregoing may result in the patron's Library privileges being limited or revoked, removal of the patron from the building, or criminal prosecution if the conduct constitutes a violation of Federal law, State law or the Whittier Municipal Code. Library privileges may be revoked for a period of up to one year. This action may be taken by the Library Director or designee, and revocation of Library privileges shall issue in a written determination notice.

A Library patron whose Library privileges have been revoked may appeal this action by submitting a completed Library Revocation Appeal form to the Library Director within ten (10) days from the date of the determination notice. This form is available through the Library's Administrative Office. A decision will be rendered within five (5) days of receipt of a completed Library Revocation Appeal form. The Library Director's decision shall be final, and shall issue in writing. The decision shall articulate the grounds upon which it is based, and shall be appealable to the Superior Court pursuant to the provisions of Code of Civil Procedure section 1094.8.

A patron whose Library privileges have been revoked must schedule a meeting with the Library Director or designee prior to resumption of any Library privilege. The purpose of the meeting will be to review the Standards of Behavior policy.

*Adopted by the Library Board of Trustees December 2013*