

IV.C.1. Customer Code of Conduct

The San Bernardino County Library has established a Customer Code of Conduct for the successful running of its facilities, to maintain an appropriate library environment, and to ensure customers enjoy their library visits.

A. Customer Code of Conduct

Library customers shall abide by and conduct themselves in accordance with the following rules when enjoying their library privileges:

1. Abide by all federal, state, and local laws, including but not limited to: theft, possession of weapons or any illegal or controlled substance, consuming alcohol or being under the influence of drugs or alcohol, engaging in sexual activity, harassing others, or behaving in a threatening or abusive manner.
2. Eating and drinking is prohibited in library facilities with the exception of capped water bottles. Various libraries allow food and drinks only in a designated area and provided by the approved indoor vendor. All other outside food is prohibited at these libraries.
3. Children under the age of 14 must be accompanied at all times while on library grounds by a parent, guardian, or other responsible party. Parents are responsible for monitoring the safety, activities, and behavior of their children while visiting the library. The Library is not responsible for the supervision of a minor left unattended.
4. Library staff may restrict adult use of children's areas in order to ensure the adequate protection of the library facilities and of persons and property therein.
5. Shirts, shoes or other footwear are required to be worn at all times.
6. People, animals, or personal property must not block aisles, doorways, entrances, stairways, elevators, or ramps. Large objects such as carts, bags or boxes which adversely impact use of library space may not be brought into the library.
7. Personal property must be within the sight of the owner and storable under the user's chair. The library is not responsible for personal property which is lost, damaged or stolen.

8. Animals are not permitted inside library facilities or within 100 feet of any door. Service animals assisting persons with disabilities, service animals in training, or animals for library programs are permitted.

9. Persons under the influence of alcohol or non-prescription drugs are not allowed on library property.

10. Smoking is not permitted inside library facilities or within 20 feet of any door or open window. Smoking is defined as the lighting of any kind of cigarette or other lighted smoking equipment including e-cigarettes. The use of incendiary devices such as lighters, matches, and candles are also not permitted.

11. Persons who remain at library facilities after closing and who need assistance to return home will be referred to the local law enforcement in order to ensure their safety. Local law enforcement will be called to assist with unattended minors that remain at the library after 10 minutes past closing time. Persons who refuse to vacate the library at closing time or during an emergency evacuation will be reported to the appropriate authorities.

12. Roller skates/blades, shoes with roller mechanisms or other similar devices must not be used in the library. Scooters, bicycles and other items used for recreational transportation may not be brought into the library. This includes skateboards and small scooters unless they are contained in a backpack or similar container.

13. Sleeping or lying on the floor or furniture is prohibited.

14. Personal items left unattended will be collected by library staff and placed in the library's lost and found for one month. After a month the library will discard all uncollected items.

15. Use the library's facilities, materials, and furnishings as intended. Malicious damage and/or destruction of library materials or property are a violation of the law.

16. Library cards are non-transferable and non-assignable.

17. Soliciting money, donations, selling merchandise, or distributing/posting printed materials that have not been approved by Library Administration is prohibited.

18. Media or commercial photography or filming must receive prior approval from the Library Director.

19. Unreasonable use of restrooms, including laundering, bathing, shaving, or washing hair is prohibited.

20. Library computer policies must be followed and unlawful use of library computers is prohibited including but not limited to, violations of copyright laws and accessing unlawful content.

21. Harassing or threatening library customers or staff, including behavior that is intimidating, hostile, offensive, or adversely impacts library customers, staff, or operations is prohibited.

22. Photographing library customers or staff is prohibited.

23. Maintain good personal hygiene so as not to be offensive to others or cause allergic or asthmatic reactions. Hygiene that is objectionable includes, but is not limited to, offensive body odor and excessive use of scented products.

24. Making any loud or unreasonable noise or other disturbance, including disruptive use of personal communications or entertainment devices is prohibited. Personal entertainment devices must be operated with headphones at a volume level that does not disturb others.

25. Engaging in horseplay, running, playing in the elevator, or intentionally interfering with the legitimate use of the library by others or the duties of library staff is prohibited.

26. State law permits library staff to search purses, bags, parcels, briefcases, and other packages in order to prevent the theft of library materials or property. State law authorizes the detention for a reasonable period of any person using these facilities suspected of committing "library theft" (California Penal Code Section 490.5).

B. Enforcement of Rules of Library Conduct

A library customer is subject to exclusion from the Library or may otherwise have his or her library privileges restricted or suspended if he or she (or a person under his or her control or direction) violates any of the Code of Conduct within ninety (90) days after he or she was given a verbal warning for a violation of the Code of Conduct and a subsequent written Warning Notice of a violation of the Code of Conduct. Serious violations of the codes may result in the issuance of a written warning notice without a verbal warning.

1. Persons Authorized to Issue Warning or Exclusion Notices

Library employees, in consultation with their Branch Manager, are authorized to issue warning and exclusion notices.

2. Issuance of Warning or Exclusion Notices

Notices issued to library customers apply to all branches in the San Bernardino County Library branch network. The term “Library” applies to all branch libraries. When warning and exclusion notices are issued, the first copy is given to the customer, the second copy is sent to Library Administration attention County Librarian, and the third copy is stored in the branch manager’s files.

Warning Notice

After the issuance of a verbal warning to a Library customer for a violation of the Code of Conduct or immediately upon the occurrence of a serious Code violation, a Library employee may issue a written Warning Notice for a conduct violation. The Warning Notice shall specify that the recipient must leave the Library for the remainder of the day, and that in the event a second violation of the Code of Conduct occurs within ninety days of issuance of the Warning Notice, that person shall be subject to exclusion from the Library or the loss of some or all of his or her library privileges as the Library staff may determine to be appropriate. The Warning Notice shall also contain information concerning the right to appeal to the Library Director.

Exclusion Notice

If a Library customer has received a Warning Notice and again violates a provision of the Code of Conduct within ninety days of the date of issuance of the Warning Notice, a Library employee may issue a written Exclusion Notice excluding the person from the Library or losing some or all of his or her library privileges as the Library staff may determine to be appropriate. If the person is excluded from the Library, the exclusion shall be for a period of no less than one week and no more than twelve months.

The Exclusion Notice shall specify the person that is to be excluded from the Library, the period of the exclusion, the time the exclusion is to commence, any library

privileges being lost and the specified period of loss, and information concerning the right to appeal the Exclusion Notice to the Library Director.

C. Right to Appeal

The individual to whom a Warning or Exclusion Notice is issued shall have the right to an appeal from the issuance of the Notice.

1. Appeal Contents

A Notice of Appeal of a Warning Notice or an Exclusion Notice must be filed, in writing, with the Library Director within five (5) calendar days of the issuance of the Warning or Exclusion Notice. The Notice of Appeal shall state the following:

1. The customer’s name;
2. The customer’s address and a telephone number where he or she can be reached;
3. A concise statement as to why the customer believes that the issuance of the Warning Notice or the Exclusion Notice was invalid or unjustified; and
4. A copy of the Warning Notice or Exclusion Notice shall be attached.

2. Hearing

A hearing on the appeal shall be held no more than fifteen (15) calendar days after the filing of the appeal, except the Library Director may postpone the hearing date at the request of the customer or the Library staff for good cause. The customer shall be provided notice of the hearing date, time, and location at least five (5) calendar days prior to the hearing date. The hearing shall afford a reasonable opportunity for the customer to be present and present evidence that the Warning Notice of Exclusion Notice is invalid or unjustified. The decision of the Library Director shall be final and in writing.

3. Violation of Warning or Exclusion Notice

Any person who violates a provision of a Warning Notice or an Exclusion Notice to stay away from the Library by physically entering a Library building during the exclusion period will be reported to the local law enforcement.



Library

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San Bernardino County Library
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