

## **Library Standards of Behavior Policy**

It is the goal of the Beverly Hills Public Library to provide an environment where patrons can search for information, learn, read, and study. Toward this end, the Library strives to provide a general sense of order; a building that is safe and well-maintained, reasonably comfortable and barrier-free; staff who are knowledgeable and responsive; and programs, services, and materials which are relevant to this community.

In recognition of the fact that more than 1500 people pass through our doors each day, the maintenance of a sense of order within our buildings obligates the institution to establish standards of acceptable patron behavior which staff can reasonably enforce. The following Standards of Behavior are to be used by the staff as general guidelines in maintaining order within the Library.

### **Standards of Behavior**

Library patrons (adults and children) are expected to conduct themselves in a manner which enables other patrons, Library staff, and themselves to accomplish their intended library tasks in a safe, reasonably pleasant, and orderly atmosphere. Staff will apply Library policies and local, State and federal laws that are applicable, and call the Police to help enforce them when necessary. Staff respects, and will respond to, complaints from patrons, and will exercise professional judgment in taking appropriate action on a case-by-case basis.

The following list of specific prohibitions may be enforced by staff, as appropriate:

### **Library patrons will not...**

1. Destroy, deface, misuse or illegally remove library materials or property.  
Patrons who trigger the theft detection system may be required to open bags or purses for inspection or to walk through the security gates multiple times.
2. Eat or prepare food in the Library or on Library grounds, except in designated areas. If food is found, patrons are expected to discard the food immediately or eat outside the Library. If food is found unattended, it will be discarded by staff. Patrons may not order food from a restaurant and have it delivered inside the building. Beverages in covered containers are allowed in the Library.

- a) Covered containers include bottled drinks with a tight lid, hot drinks in a cup with a tight lid, baby bottles, etc. They do not include soda cans.
3. Drink alcoholic beverages, use illegal drugs or be intoxicated while using the Library.
4. Smoke (including the use of e-cigarettes) in the building; or, within 20 feet of the building's entrances or exits.
5. Interfere with any person's comfort or safety by (including, but not limited to):
  - a. loitering in the stacks.
  - b. staring fixedly or leering at fellow patrons, or staff.
  - c. following or stalking patrons, or staff, in the library building or on the Library grounds.
  - d. attempting to peer under a patron's, or staff member's clothing.
  - e. annoying patrons while others are trying to read or study.
  - f. abusing or verbally harassing patrons, or staff, including, but not limited to, the use of foul language.
  - g. engaging in harassing or intimidating behavior in the Library or on the Library grounds.
  - h. causing, introducing or being the source of odors that bring forth complaints or cause discomfort to others, whether commonly considered pleasant or unpleasant. This provision does not apply to service animals.
  - i. distributing materials or gathering signatures for petitions inside the library. These activities may occur on Library grounds: however, at no time shall entrances or walkways be blocked.
  - j. creating a disturbance by speaking loudly, yelling, running, throwing objects, misusing the library facilities, etc.
  - k. refusing to follow the reasonable directions of Rangers and library staff.
6. Sell (with the exception of the Friends of the Library and other permitted uses), panhandle, or solicit in the library building or on the grounds.
7. Enter or impede access to areas marked "staff only."

8. Bring animals (except service animals) into the building or leave them unattended on library grounds.
9. Come into the library without being fully clothed, including shirt, and shoes, which must be worn at all times.
10. Overcrowd seating areas. This includes having 1) no more than the designated number of chairs per large rectangular reading table; 2) no more than two people per small rectangular study table; 3) no more than one person per carrel or chair and; 4) no more than two people per computer workstation. This rule does not apply to children under two years of age. Patrons may not use more than one seat or table space per person.
11. Reserve carrels or tables or rearrange furniture without permission.
12. Reserve resources intended to be used on a first-come, first-serve basis, such as newspapers and magazines
13. Sleep in excess of 30 minutes total for the day in areas other than the public computers. This rule does not apply to children under four years of age. Snoring that disturbs others, sleeping at public computers or sleeping on Library grounds will not be tolerated at any time.
14. Engage in professional photography. Professional photography must be approved by library administration and may require a city permit. Casual amateur photography by customers and visitors wanting a memento of their visit is permitted in library facilities so long as additional equipment such as tripods and/or lighting is not used and filming only captures the image of the person filming or of people who have provided express permission to be filmed/recorded. No unauthorized filming or photography of children is permitted.
15. Obstruct entrances, exits, aisles and passageways.
16. Put feet on Library furniture.
17. Sit for extended periods or lie on the floor, except in designated areas.
18. Enter the Library with exposed wounds or cuts or insects (e.g. scabies, lice, etc.) or while under an isolation or quarantine order. *See Health & Safety Policy.*
19. Leave personal belongings unattended, with the exception of empty strollers parked in the Children's Library. The Library is not responsible for lost, damaged or stolen items.
20. Bring in excessive baggage such as sleeping bags, bedrolls, luggage and

shopping carts. Patrons may bring two items that measure no more than 24” H x 14” D x 12” W. Exceptions may be made for wheeled carts used to carry Library materials.

21. Run, rollerblade, in-line skate, bike ride, scooter ride, or skateboard in the library or on library grounds. Bicycles or shopping carts are not allowed in the Library. Mobility devices and occupied baby strollers/carriages are welcome.
22. Misuse restrooms, including laundering personal belongings, bathing and intentionally clogging toilets, sinks or throwing restroom supplies on the floor.
23. Spit into trashcans located in the public areas, or perform excessive personal grooming in a public area.
24. Graffiti or otherwise deface Library furniture or fixtures.

### **Use of Electronics**

Patrons shall not:

1. Plug in personal electronic equipment (i.e. cell phones and personal computers) so that it creates a tripping hazard or disturbs others.
2. Use personal equipment (such as computers, cellular phones and audio players) that is disruptive or noisy. Audio equipment may be used with headphones if it does not disturb others. While cell phone use is not a prohibited activity; cell phone users and others who speak loudly and disturb other library patrons will be asked to speak more quietly or to move outside the Library. Cell phones should be set on vibrate mode at all times.
3. Refuse to relinquish computer equipment or other library resources after scheduled period of use has expired.
4. Follow all provisions of the Library’s Computer Use and Access Rules and the Public Internet Access Policy.

### **Use of Children’s Library**

Prohibited activities:

1. Neglecting to provide proper adult supervision of children under the age of nine. Parents or their designated adult caregivers are responsible for their children’s supervision and appropriate behavior.
2. Loitering for the purpose of engaging anyone under the age of eighteen years of age in unlawful or illegal contact. Adults who are not related to

or supervising children shall not loiter in areas identified as Children's Rooms or use the Children's Library restrooms.

3. Adults unaccompanied by a child may not use the Children's Library or Children's restrooms. (Adults may use the Children's Library while accompanying or assisting a child, or with the express permission of Library staff.)

### **Emergencies**

In the case of an emergency or potential emergency, patrons shall immediately follow the direction of staff. If the building is evacuated, patrons shall leave the building promptly.

### **Enforcement**

- A. Violation of the foregoing may result in the patron's library privilege being limited or revoked, removal of the user from the building, or criminal prosecution if the conduct constitutes a violation of either State, or Federal, law or the Beverly Hills Municipal Code.
- B. Library patrons violating these policies and failing to comply after one warning will be required to leave the Library for the remainder of the day. Individuals who are asked to leave shall do so within 5 minutes.
- C. Based on the severity of the situation, the Beverly Hills City Librarian or authorized designee, may revoke library privileges for multiple days or entirely.
- D. A library user whose library privilege has been revoked may appeal the Revocation of Library Privilege by submitting the request in writing to the Director of Community Services or designee within ten (10) days from the date of the revocation of library privileges.
- E. A user whose library privilege has been revoked must schedule a meeting with the City Librarian or designee prior to resumption of library privilege. The purpose of the meeting will be to review the Standards of Behavior policy.

*Effective Date:*

APPROVED:



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Karen Buth, City Librarian

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