

# Behavior Policy

REDWOOD CITY PUBLIC LIBRARY | [redwoodcity.org/library](http://redwoodcity.org/library) | 650.780.7020



## Redwood City Public Library Behavior Policy

The Redwood City Public Library is a learning center for the community. The Library strives to provide users with safe and pleasant library experiences in an atmosphere conducive to study, reading, and appropriate use of facilities, materials, and services. Individuals visiting or using the Redwood City Public Library must comply with the Redwood City Public Library Behavior Policy so that all persons may enjoy the benefits of the Library. Behavior that interferes with the ability of others to use and enjoy the Library is prohibited.

### FOR THE SAFETY AND COMFORT OF ALL:

- Be courteous and respectful of your fellow customers and Library staff.
- Obey all federal, state, and local laws.
- Enjoy food and beverages responsibly. Be considerate of others, clean up after yourself, and keep food and drink away from Library computers. At Redwood Shores Branch Library, food and beverages are allowed in designated areas only.
- Wear shoes and clothing that covers the upper and lower body at all times.
- Comply with the Library's Internet Policy.
- The Library welcomes service animals as defined by the Americans with Disabilities Act. All other animals must remain outside.
- Secure bicycles outside the Library.
- Library staff cannot act in place of parents or caregivers, although staff will enforce the Redwood City Public Library Behavior Policy with customers of all ages.
- Use of areas designated for children and teens may be restricted by age or grade level to keep the Library welcoming and comfortable for minors.
- Follow instructions from Library staff members and respond to requests for information by Library staff.

### PROHIBITED ACTIVITIES INCLUDE:

- Stealing, damaging, altering, defacing, or destroying Library materials, property, facilities, or equipment.
- Running, pushing, shoving, throwing things, bullying, intimidating, fighting or challenging others to fight.
- Loud, angry, disruptive, obscene, or abusive voices, language, gestures, or activities. Cell phone use is not prohibited, but the use of loud, angry, disruptive, obscene, or abusive voices or language while on a cell phone is a prohibited activity.
- Verbally or physically threatening or harassing other Library customers, volunteers, or staff. Examples include but are not limited to: following, stalking, leering, staring, lurking, offensive touching, and obscene acts such as sex acts and indecent exposure.
- Being under the influence of alcohol or illegal drugs and/or using or possessing alcohol/illegal drugs.
- Smoking, chewing, vaping, electronic cigarettes, or other use of tobacco or smoking products.
- Entering restricted areas without permission.
- Unreasonable use of restrooms including bathing, shaving, shampooing, or laundering.
- Strong, pervasive odors, including body odor or odors caused by perfume or cologne, which interfere with others' use and enjoyment of the Library.
- Selling or soliciting inside the Library, except by Library support groups or as a part of a Library-sponsored event.
- Riding skateboards, roller-skates, shoes with wheels, bicycles, carts, or scooters other than mobility scooters in the Library.
- Leaving any personal items unattended.

- Bringing shopping carts, storage equipment, or other large objects onto the Library premises.
- Blocking or impeding access to entrances, aisles, stairs, doorways, traffic areas, or furniture by people, animals, or property.
- Placing feet on furniture other than footstools, except as needed to accommodate a disability.
- Sleeping on Library premises.

**FAILURE TO ABIDE BY THESE BEHAVIOR STANDARDS WILL RESULT IN THE FOLLOWING ACTIONS.**

- In the event of a first-time, minor infraction, staff may:
  1. Ask the customer to stop the prohibited behavior; and/or
  2. Warn the customer that he/she may be required to leave the Library for the day if the prohibited behavior does not stop; or
  3. Require the customer to leave the Library for the remainder of the day.
- In the event of a severe infraction or repeated behavior in violation of library policies, staff may suspend a customer for up to a year, depending on the severity of the conduct.
  1. The staff member in charge at any Library will determine whether a violation of this policy has occurred and whether a suspension for up to 30 days is appropriate.
  2. A Library Division Manager will determine whether a longer suspension is appropriate.
  3. Suspended customers will be notified of their suspension in writing.
  4. Any suspension from the Library will require a meeting with the Library Director or his or her designee and a commitment to adhere to these behavior standards before an individual's Library privileges are restored.
  5. Customers suspended from any Redwood City Public Library location may not use any other Redwood City Public Library locations during their suspensions. Suspended customers may continue to use the Library's online resources.
  6. Suspensions may be appealed to the Library Director in writing within seven days of receipt of the suspension letter. The appeal will be reviewed within 30 days, during which time the suspension will remain in effect. The Library Director's decision will be final.
- If a minor is asked to leave the Library or has privileges suspended, Library staff will attempt to notify the parent or guardian and provide the parent or guardian with a copy of the suspension letter. Severe behavior problems may result in a requirement that a minor be accompanied by an adult when visiting the Redwood City Public Library.
- Library staff may call local law enforcement to provide assistance in enforcing the behavior policy. Illegal activity in the Library may result in arrest and/or prosecution in addition to suspension of Library privileges. Customers who return to the Redwood City Public Library before a suspension has ended may be charged with trespassing.