

## Patron Code of Conduct

The **Library Director** and **Paid Staff** members are responsible for enforcing the **Patron Code of Conduct**. To ensure the enjoyment of all that use the Universal City Public Library, anyone that exhibits behavior that interferes with another's use and enjoyment of the library.

Paid Staff may, but is not required to, ask a person to stop the behavior or activity and provide an opportunity for compliance. Failure to comply with a request to stop the behavior or activity can be followed by a request from Paid Staff to leave the library premises. The staff will call the police for assistance, if needed, which may lead to the offending person being subject to arrest or issuance of a criminal trespass warrant. Dangerous or illegal behavior will immediately be reported to the police without warning.

The Library reserves the right to restrict the use of its facilities and premises to persons who do not abide by the Patron Code of Conduct. Failure to comply with the established rules and policies could result in expulsion from the library and revocation of library privileges, for a period of one day or more, up to and including one year. Any person whose privileges have been denied or revoked for more than 30 days shall have a right to submit a written appeal to the Library Director via email or letter. The written appeal must be filed within seven (7) calendar days of the date that the person is notified that use privileges have been revoked. The Library Director shall review any written appeal and make a final determination within 30 calendar days from receipt of the written appeal. The decision of the Library Director shall be final.

To ensure an enjoyable library visit, **no person shall**:

1. Possess alcohol, or illegal substances or be physically or mentally impaired by alcohol or illegal substances anywhere in the library building or on library grounds.
2. Use any tobacco, electronic cigarettes, or vaping product inside the library building or on library grounds as established in Ordinance 641 - Smoking Restriction.
3. Distribute political or religious literature, solicit, sell merchandise, or conduct surveys not authorized by the library in the library or on library property.
4. Deface, destroy, or misuse library property, including attempts to damage computer equipment or alter software configurations.
5. Deface, destroy, or take materials or the personal property of other persons.
6. Exhibit uncontrolled or disruptive behavior, including interfering with Paid Staff in the performance of their duties, obstructing or intimidating patrons of the library, or entering non-public areas without authorization. Examples of disruptive behavior include, but are not limited to running, pushing, throwing books and/or other objects, horseplaying as defined by Merriam-Webster Dictionary\*, and spitting.
7. Carry on loud verbal communications or use any digital device in a way that produces noise at a level that disturbs other patrons.
8. Be physically or verbally abusive, engage in unwanted conversations or harass other patrons or Paid Staff.
9. Allow disruptive noise from cellular telephones, pagers, headsets, and other communication while in the library.
10. Engage in indecent exposure or sexual conduct, including when using the library's computers or internet connections.
11. Leave personal property unattended or block aisles, exits or someone's workspace with their belongings or themselves.
12. Steal library property or fail to check out library materials before leaving the library with those materials. Failure to comply will be considered theft of city property.

13. Bicycle, run, skate, rollerblade, skateboard or ride a scooter on library premises. Wheelchairs and strollers are only permitted if being used for the transport of an adult or child.
14. Enter the library without wearing appropriate footwear such as shoes or sandals and proper clothing attire such as pants, shorts, shirt, dresses, to constitute being fully clothed.
15. Present bodily hygiene that is distracting to the point that it interferes with a person's use of library resources or with Paid Staff work.
16. Sleep, bathe, shampoo, or launder clothing in the library or on library grounds.
17. Eat or drink in non-designated areas of the library.
18. Enter non-public areas such as: behind the Circulation Desk, Paid Staff work areas and offices, etc.....
19. Bring animals into the library except service or therapy animals or those used in library programs. ~~Dogs~~ Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.\*
20. Ask Paid Staff to provide supplies for personal use.
21. Refuse to leave at closing or when asked to leave by Paid Staff.
22. All bags and other articles are subject to inspection by Paid Staff. The library reserves the right to limit the size and number of items brought into the library.

\*Horseplay: rough or boisterous play (Merriam-Webster Dictionary).