

CHANDLER PUBLIC LIBRARY

Standards of Acceptable Behavior Policy

Behavior becomes unacceptable when it interferes with the rights of others to use the facilities and services of the library, results in injury to one's self or others, or results in damage to the building or equipment. Examples of unacceptable behavior include, but are not limited to:

- Illegal activities, including theft of library property or personal property of others
- Conversing in loud or disruptive manner, roaming aimlessly, running, or congregating in unruly groups
- Fighting, challenging to fight, pushing, or shoving
- Leaving children under age 10 out of the direct sight of a parent/guardian or chaperone (see Unattended Children Policy)
- Damaging library facilities, furnishings, or equipment, or the property of others
- Bringing animals (except service animals) into the library
- Eating outside of designated areas
- Gambling
- Using tobacco, electronic cigarettes, being under the influence of alcohol/illegal drugs and/or selling, using, or possessing alcohol/illegal drugs
- Harassing library staff, volunteers, or other customers
- Loitering, including loitering in restrooms
- Using library restrooms for inappropriate use, e.g., bathing, shampooing, doing laundry or changing clothes
- Having body hygiene which is offensive so as to constitute a nuisance to other persons
- Using obscene language
- Carrying firearms and dangerous weapons of any type on the premises (except by law enforcement officials)
- Using cellular phones or audio equipment audible to others
- Sexual misconduct including voyeurism or exhibitionism
- Inappropriate or excessive public displays of affection
- Entering library facilities without shirt or shoes
- Blocking library entrances and aisles, impeding foot traffic, or interfering with the free access to the building and materials
- Using library facilities for purposes other than those normally associated with a library, i.e. food preparation or sleeping
- Selling, soliciting, or surveying except as outlined in the Sales and Solicitation Policy
- People, animals, or property must not block aisles, doorways, stairways, elevators, or ramps. In order to facilitate this objects larger than 27"x 21"x14" such as motorized scooters, bicycles, carts or luggage or a combination of personal items that make up a similar area, may not be brought into Library facilities with the exception of wheelchairs, walkers, and strollers necessary for the actual transport of a person.
- Leaving personal items unattended. The library cannot be responsible for lost or missing items. Unattended items are subject to confiscation
- Using Library computer hardware and software and other electronic resources improperly (see Electronic Resources Acceptable Use Policy)

Progressive enforcement will be used for violations of the Standards of Acceptable Behavior Policy. Consequences of misconduct may include the following: A verbal warning, eviction from the library, loss of library privileges and arrest.

In the event of loss of library privileges, a written notice will be given to the individual, and, in the case of a minor, a letter will be sent to the parent or guardian regarding the violation and the suspension of privileges.

PROGRESSIVE ENFORCEMENT

For violations of the Standards of Acceptable Behavior Policy staff will begin the steps of progressive enforcement listed below. Staff should document each incident in the appropriate log and library circulation software (as applicable) whenever a member of the public is being disciplined. Police will be called whenever illegal activity is witnessed, superseding enforcement action.

First Violation: Verbal warning

Second Violation (within one year): Begin progressive enforcement – One day suspension.

Third Violation (within one year): One week suspension

- Basha and Hamilton do not allow visits to their premises but do not bar student library cards so that class assignments may still be completed virtually or by visits to other facilities. Incident is documented in library circulation software.
- Downtown and Sunset bar patron cards for a week and enter information in library circulation software.

Fourth Violation (within one year): One month suspension from facilities system-wide

- Library card and computer privileges will be barred
- Information is entered in library circulation software.
- When a month suspension involves minors, parents/guardians will receive a letter or phone call from the Administrative Librarian advising them of the inappropriate behavior and enforcement action taken.

Fifth Violation (within one year): Six month trespass

- When a six-month suspension involves minors, parents/guardians will receive a letter or phone call from the Administrative Librarian advising them of the inappropriate behavior and enforcement action taken.
- Accident/Incident Investigation Report CC Form 73 or Trespass Order is filled out and submitted to Library Management.

Sixth Violation (within one year): Permanent trespass from the Library System.

- Staff will call the Police and have them handle the trespass.
- Accident/Incident Investigation Report CC Form 73 is filled out and submitted to Library Management.

Examples of behavior that warrants a month, and in some cases a six month, suspension and a call or letter to parents/guardians include: stealing (magazine,

DVD, book); fighting; documented repetitive violations that involve misuse of computer, property, and verbal abuse of staff or other customers.

Any decision can be appealed in writing to the Library Board. Appeals must be made within sixty (60) days of decision and addressed to the Library Manager for forwarding to the Library Board.