

Pima County Public Library's CODE OF CONDUCT



PURPOSE

This policy is intended to:

- Protect the rights and safety of Pima County Public Library (PCPL) customers, volunteers and staff;
- Protect the library's materials, equipment, facilities and grounds; and
- Ensure that access to Library facilities, programs, or services is not negatively impacted by behaviors that create an environment that is unsafe, disruptive, or not conducive to the Library's mission.

POLICY

Pima County Public Library facilities are open to people of all ages and backgrounds. Customers are encouraged to use the library to:

- Discover shared spaces and community resources
- Connect with other community members and exchange information in its diverse forms
- Engage in collaborative programming across a variety of interests
- Expand knowledge and skills on a variety of topics for fun, education, job growth, and everyday living

OUR COMMITMENT TO CUSTOMERS

PCPL is committed to create an environment where all people treat each other with dignity and respect. We strive to be an institution where people of every race, ethnicity, religion, gender, sexual orientation, age, ability, education level and socioeconomic class feel seen, valued, safe and well served. In pursuit of these goals, when we are resolving code of conduct violations, we will whenever possible:

- Make considerate requests
- Provide reasons why the request is being made
- Offer options when available
- Focus our requests on current incidents or behaviors without bias from previous, resolved events

In accordance with our goal to provide a safe, inclusive, respectful, and welcoming environment that also protects privacy for all library users, we request your compliance with the following guidelines.

CUSTOMER CONDUCT

1. Dangerous, Threatening, or Illegal Conduct. To ensure a safe environment, the following actions or behaviors are not allowed on Library property:

- 1.1 Any act that constitutes an offense under federal, state, or local law, including, but not limited to:
 - 1.1.1 Engaging in activities involving the sexual exploitation of minors;
 - 1.1.2 Using the Internet for activity that violates Arizona law, including engaging in activities that are harmful to minors when children are present;
 - 1.1.3 Theft;
 - 1.1.4 Damaging, defacing, or destroying library property or the property of others;
 - 1.1.5 Indecent exposure, public sexual indecency, lewd acts, or any other sexual offense;
 - 1.1.6 Disorderly conduct, including, but not limited to: fighting; engaging in violent or seriously disruptive behavior; or threatening or intimidating library staff, volunteers, or any library customer;
 - 1.1.7 Harassing or stalking library staff, volunteers, or any library customer. This conduct includes, but is not limited to:
 - 1.1.7.1 Filming or photographing any visitor without asking that visitor's permission; or continuing to film or photograph any visitor after being asked to desist; or

- 1.1.7.2 Engaging in conduct (such as crowding, following closely, persistent staring, gestures, pushing, shoving, or inappropriate advances) that would cause a reasonable person to fear for their personal safety or feel distressed, alarmed, or harassed; or

- 1.1.7.3 Using profane, offensive or abusive language including but not limited to insults related to race, color, religion, national origin, sex, gender, age, disability, marital status, sexual orientation, socioeconomic status or public assistance status that would cause a reasonable person to fear for their personal safety or feel distressed, alarmed, or harassed.

- 1.1.7.4 Engage in behavior that is considered bullying per Pima County Board of Supervisors Policy D 23.1.

- 1.1.8 Possessing, using, selling, or transferring any illegal drug or alcohol;

- 1.1.9 Trespassing, including knowingly entering restricted areas at any time, or library premises when access and use of library facilities has been suspended.

- 1.1.10 Remaining inside the library facility after closing, during emergencies or fire drills.

- 1.2 Bringing guns, weapons, machetes, knives (other than pocket knives), or other items designed or intended to injure or harm people, unless explicitly permitted by law.

2. Disruptive Personal Behavior. The following actions or behaviors are not allowed on Library property:

- 2.1 Behaving in a manner that disrupts library operations, including, but not limited to:
 - 2.1.1. Shouting or yelling in a way that disrupts other's use of the library;
 - 2.1.2. Disruptive use of personal devices; or
 - 2.1.3. Behaving in a way that could hurt oneself or others.
- 2.2 Strong, pervasive odors, including clothing odor, and odors caused by food, perfume or cologne that are injurious to health, offensive to the senses or an obstruction to the free use or comfortable enjoyment of library premises by other library customers or library staff.
- 2.3 Inappropriate use of water fountains or restrooms, including, but not limited to, soliciting or engaging in sexual conduct, bathing, or washing clothes.
- 2.4 Using the library as a place to sleep.
- 2.5 Soliciting handouts, donations or contributions.
- 2.6 Conducting sales activities.
- 2.7 Not wearing shoes or shirts, except for infants or toddlers.
- 2.8 Smoking, rolling, or using any tobacco product, marijuana, synthetic tobacco, synthetic marijuana or electronic or other e-cigarettes (smokeless or the equivalent).
- 2.9 Entering a library building with animals, except for service animals as defined by federal and state law.
- 2.10 Creating tripping hazards, or blocking aisles, exits or entrances
- 2.11 Bringing into the library, or attempting to place or store in the library any item(s) that interferes with library operations; creates a safety hazard; denies space to other customers; blocks aisles; blocks access to or exit from the building; is unsanitary or foul-smelling; or has a total dimension in excess of 55-inches (excluding items necessary for medical purposes or child care).
- 2.12 Leaving packages, backpacks, luggage, or any other personal items unattended. Unattended items are

subject to removal without notice.

- 2.13 Failing to comply with a library staff member's request to stop a behavior prohibited in this Code of Conduct or any other library or County policy.
- 2.14 Any other behavior that seriously disrupts library operations or the use of the library by others.

3. Use and preservation of library materials and property.

The following actions or behaviors are not allowed on Library property:

- 3.1 Manipulating or bypassing Library systems and procedures, such as those that regulate computer use.
- 3.2 Unplugging library equipment.
- 3.3 Consuming food or beverages in a manner that creates an unclean environment, disrupts the activities of staff or other customers; disrupts the enjoyment of the library by other customers; or soils, damages, or in any way harms Library materials, equipment and property.
- 3.4 Consuming food at computer workstations.
- 3.5 Failure to clean up any residue, wrappings, or spills after the consumption of food or beverages.
- 3.6 Using furniture for anything other than its intended purpose (e.g. a table is not a footstool).
- 3.7 Engaging in activities not reasonably associated with use of a public library.

4. Children in the Library

Pima County Libraries are not licensed childcare facilities under A.R.S. 36-881 et. seq. Children are expected to conduct themselves in a manner that does not violate the code of conduct or disrupt other customers. Library staff members cannot serve in place of parents or guardians and the library is not responsible for any consequences of a parent's or guardian's neglect of their responsibilities.

Additionally, the following actions or behaviors are not allowed on library property:

- 4.1 Disciplining a child in a manner that injures the child or disrupts other customers.
- 4.2 Leaving young children unsupervised or ignoring their disruptive behaviors.
- 4.3 Adults using the children's or teen's areas without a child/teen or need for children's or teen's material.

ENFORCEMENT

The rules set forth above are not intended to limit PCPL from taking action to ensure safety, security, and excellent customer service. Any behavior that is disruptive or that inhibits or prevents PCPL from providing a safe environment or accomplishing its mission may result in the denial of access to facilities and/or services.

These rules will be enforced evenly, consistently, and fairly. Library staff and security personnel will intervene to stop prohibited activities and behaviors. Law enforcement will be contacted if any customer engages in what is believed to be unlawful or dangerous behavior.

CONSEQUENCES OF NON-COMPLIANCE

Failure to comply with this and Library's other established policies may result in:

1. The immediate removal of the customer from the premises; and/or
2. Suspending the customer's access to Library facilities for up to one year; and/or
3. Denying access to specific services and/or programs.

SUSPENSION OF LIBRARY PRIVILEGES

The person in charge may immediately suspend a customer's Library privileges or access to activities, services or facilities at all PCPL locations

if the situation is a serious offense and constitutes a violation of PCPL policies. Examples of serious offenses include, but are not limited to: verbal abuse; violence; threatening behaviors; sexual harassment; vandalism; drug sale, attempted sale or use; theft or attempted theft; physical harassment; sexual misconduct; or any behaviors that threaten the safety and security of customers or staff. The librarian may also issue suspensions for repeated violations of library policies.

A suspension may be appealed in writing, email or by phone to the Library Director or designee within 10 calendar days of the date the suspension is issued. The appeal must clearly state why the customer believes that the privileges should be restored.

The Director, or a designee, will review and respond to the appeal in writing, by email or phone within 10 business days of the date the appeal was received. The suspension remains in effect until the Director has reviewed the appeal and issued a decision.

The decision of the Director is final.

If the suspended person returns to the library before the suspension period has expired, and if they refuse to leave the library when asked to do so, library staff may call the police to have the person removed and or prosecuted for criminal trespass.

A suspension from any one library location will apply to all library locations.