

City of Monrovia
Department of Community Services
Library Division

**MONROVIA PUBLIC LIBRARY RULES OF CONDUCT
AND DISRUPTIVE PATRON POLICY**

Monrovia Public Library provides materials, services, and programs to the public in facilities that are safe, pleasant and welcoming. The purpose of this policy is to protect the rights and safety of library users, volunteers, and staff as well as preserve and protect library materials, equipment, facilities and property. Respectful use of the library and its property is to be exercised at all times.

LIBRARY RULES OF CONDUCT

To best serve all library users and staff, the following rules of conduct have been established:

1. Engaging in any activity prohibited by law is not permitted.
2. Conduct or behavior that interferes with the normal operation of the library and library services, or that disturbs patrons, staff, or volunteers including, but not limited to, conduct that involves the use of abusive or threatening language or gestures, or conduct that consists of loud or boisterous physical behavior is not permitted.
3. Possessing a weapon, except as allowed by State law or Federal law is not permitted.
4. Physical, verbal or sexual harassment of patrons, staff or volunteers is not permitted.
5. All threats of violence against patrons, staff or volunteers are not permitted.
6. Theft, vandalism or mutilation of library or other persons' property is not permitted.
7. Smoking, chewing, or other tobacco use in library facilities is not permitted.
8. Being under the influence of alcohol, selling, using, distributing, or possessing alcohol is not permitted. (Under the provisions of CA Penal Code Section 647e. Chapter 9.12 of the Monrovia, CA Code of Ordinances, section 9.12.020)
9. Being under the influence of illegal drugs, selling, using, distributing, or possessing illegal drugs is not permitted.
10. Committing offensive touching, or engaging in sexual conduct, or obscene acts such as indecent exposure is not permitted.
11. Physical harassment, throwing objects, behavior or gestures including stalking, staring, or lurking directed at patrons, volunteers, or staff are not permitted.
12. Using Library materials, equipment, furniture, fixtures, or building in a manner inconsistent with customary use; or in a destructive, abusive, or potentially damaging manner is not permitted.
13. Tampering with library machines, technology systems, and computer hardware or software is not permitted.
14. Refusing to comply with the reasonable requests of any member of the library staff is not permitted. In the event an emergency forces the immediate closing of the library, patrons must follow instructions of library staff and volunteers.
15. For safety reasons, leaving unattended personal items in the library is not permitted and said items may be relocated by library staff to Lost & Found.
16. In order to be compliant with ADA regulations, library aisles must be kept clear of personal belongings and furniture.
17. Entering a non-public area of the Library without permission of a staff member is not permitted.
18. Cell phones must be on mute or vibrate. In order not to disturb other patrons, staff, or volunteers, cell phone conversations need to be conducted in a reasonable volume.
19. Earbuds or headphones need to be used with personal devices and public computers.
20. Shoes and shirts must be worn in the library at all times.
21. Covered beverages are allowed throughout the library. Food is not allowed except as part of a library program or event.

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22. Service animals, as defined by the ADA, are the only animals allowed in the library and the owner must be in full control of the animal at all times. Animals, as part of a library-sponsored program, are allowed.
23. Tethering animals near the front entrance of the library is not permitted. (Under the provisions of the Monrovia, CA Code of Ordinances, section 6.16.010 and 6.36.010)
24. Soliciting, petitioning, distributing written materials or canvassing inside the building, or in a manner that unreasonably interferes with or impedes access to the library is not permitted.
25. Surveying is not permitted unless it is done in conjunction with the City of Monrovia to quantify library use or satisfaction with library services. (Under the provisions of Chapter 10.36 of the Monrovia, CA Code of Ordinances, section 10.36.20)
26. Operating bicycles, roller skates, skateboards, scooters, wheeled shoes or other similar equipment in or on library premises is not permitted.
27. Using restrooms for disrobing, bathing, shampooing, shaving, or doing laundry is not permitted. (Under the provisions of Chapter 9.58 of the Monrovia, CA Code of Ordinances, section 9.58.010)
28. Patrons must leave the library by closing time.

UNATTENDED CHILDREN POLICY

- The safety and security of children are the responsibility of the parent or adult caregiver.
- Parents or caregivers should monitor all activities and behavior of their children while they are in the library. For the safety and wellbeing of others, Library staff may request that a child and their parent or caregiver leave the premises if the Library Rules are not followed.
- **Children age 10 and under may not be left unattended in the library and must be accompanied by the person who assumes responsibility for him or her at all times.**
- If a child wishes to leave the library, the library staff cannot legally detain him or her.
- If a minor—anyone under the age of 18—is left at the library at closing time or in the event of an emergency situation staff will notify the police.

ENFORCEMENT

Unlawful activities are reported to the police. People in violation of these rules may be directed to leave the Library. Repeated violation of the rules may result in temporary and/or permanent denial of library services or access.

PENALTY PROCESS

Consequences of violating the Rules of Conduct may include any and/or all of the following:

1. Verbal warning (e.g. notification of violation and reference to Rules of Conduct).
2. Instruction to leave the library immediately and not return to the library facility and its environs for the rest of the day.
3. Suspension of library privileges including removal from, and denial of access to, all library services and the facility for a period to be determined. Suspension periods may be one day, seven days, 30 days, or six months. Guardians of minors may be notified.
4. Permanent revocation of library privileges.
5. Criminal sanctions.

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Violation of the Rules of Conduct will result in the following procedures by library staff:

1. The person in violation of the observed activity is advised the activity is prohibited and is asked to stop.
2. The person is advised that further violations may result in temporary or permanent loss of library privileges.
3. Depending on the seriousness of the incident, staff may request the person to leave the library.
4. Depending on the seriousness of the incident, staff may complete a written Incident Report.
5. Staff may request the person to give his/her name, address and telephone number, library card or parent/guardian name and phone number.
6. For any persons breaking the law or the rules of conduct, and who will not discontinue the activity or will not leave the library as requested, the Monrovia Police Department will be contacted.
7. Breaking the law may result in temporary or permanent suspension of library privileges.
8. Any such suspension resulting from breaking the law is documented in writing and includes the reasons for suspension, the time period of the suspension, and outlines the appeals process.
9. If the person in violation of the *Rules of Conduct* is a minor (under the age of 18), library staff are given the option of requesting that the minor leave or calling the minor's parents.
10. Persons temporarily suspended from the library may be asked to contact the Library Division Manager or designee prior to returning to the Library.

APPEAL PROCESS

Any person who has been banned from the library or whose library privileges have been temporarily restricted or suspended has the right to the appeals process by the Library Division Manager.

Appeal: Library Division Manager

Any appeal of exclusion shall be made to the Library Division Manager. The appeal must be submitted either verbally or in writing. The Library Division Manager will review the exclusion and decide whether to uphold the restriction or suspension.

Appeal: Library Board

If the exclusion is upheld, a request for an appeal of permanent restriction or suspension may be submitted to the Library Manager for inclusion on the agenda of the regular Library Board meeting held the 4th Thursday of each month. The request must be submitted two weeks prior to the regular Library Board Meeting. The decision of the Library Board on the appeal shall be final.