

**Subject:** GLENDORA LIBRARY POLICY ON APPROPRIATE LIBRARY BEHAVIOR

**Effective:** October 1, 1991, Revised March 16, 1992, Revised October 24, 1994,  
revised October 20, 1997, December 11, 2000, reviewed May 19, 2003, revised  
January 16, 2007, reviewed February 20, 2007, reviewed November 18, 2013,  
September 19, 2016

Policy Objective:

To establish a policy which: protects the rights of all Library patrons to an atmosphere which is conducive to reading, writing, studying, thinking and obtaining information; allows Library staff to conduct their work without undue interference; and protects Library materials and facilities.

Authority:

Board of Trustees of the Glendora Public Library.

Assigned Responsibility:

Board of Trustees of the Glendora Public Library, Library Director and assigned staff.

Policy:

See Attached Procedures

CITY OF GLENDORA  
BOARD OF LIBRARY TRUSTEES

**POLICY ON APPROPRIATE LIBRARY BEHAVIOR**

The Library has adopted this policy to ensure a positive library experience for everyone who visits the Glendora Public Library. Everyone has a right to quality library services in an atmosphere that is safe and free of disturbances from others. These positive policies include: .

1. No disruptive behavior shall be allowed in the Library. Disruptive behavior is that which causes actual or imminent interference with another Library patron's ability to use the Library in a quiet and orderly atmosphere or interferes with the daily operations and duties of the Library staff.

Staff will take appropriate action when patron behavior causes disruption or unreasonable interference in the delivery of services. Staff respects, and will respond to, complaints from patrons, and will exercise professional judgment in taking appropriate action on a case-by-case basis.

Inappropriate behavior includes, but is not limited to the following:

- Creating a disturbance, or harassing other patrons or staff, by loud or boisterous talking including on phones or media devices; abusive language, laughing or other noise; yelling, running, pushing, throwing objects, engaging in intimidating behavior, misusing the Library facilities and furniture, etc;
- Refusal to follow Library procedures;
- Abuse of Library policies including but not limited to:
  - leaving children under the age of 9 unsupervised;
  - failing to comply with terms of computer and network use;
  - ignoring restrictions on food and drink;
- Bringing pets or other animals (except service animals or seeing eye dogs) into the building or leaving them unattended on Library grounds;
- Roller skating, skateboarding, and related activities or bringing a bicycle into the Library;
- Not being fully clothed, including shirt and shoes;
- Disturbing or harassing other patrons or staff by (including, but not limited to):
  - a. loitering in the stacks;
  - b. staring fixedly or leering at patrons or staff, in combination with other inappropriate behavior;
  - c. following or stalking patrons or staff in the Library building or the parking lot to strike up a conversation;
  - d. attempting to peer under a patron's or staff member's clothing;
  - e. annoying patrons by talking to them while they are trying to read, study or contemplate;
  - f. abusing or verbally harassing patrons or staff;
  - g. engaging in harassing or intimidating behavior at the entrance to the Library;
- Entering areas marked "staff only;"

- Failure to pay fines or other Library costs when due;
- Selling, panhandling, or soliciting in the Library building, on the grounds or in the parking lot;
- Petitioning or distributing/posting printed materials in the Library building or on Library grounds, except through authorized Library/City procedures;
- Leaving personal items unattended;
- Monopolizing Library space, seating, tables or equipment to the exclusion of other patrons or staff; impeding access to materials; compromising safe use of the facility; or obstructing paths with personal belongings.

2. Illegal activities are not permitted, including but not limited to:

- Possession of illegal drugs;
- Being under the influence of alcohol or drugs;
- Entering the Library with any firearm, knife or other weapon prohibited by any local, state, or federal law or regulation;;
- Destroying, defacing, or illegally removing Library materials or property;
- Smoking, vaping, or using other prohibited tobacco products within the boundaries of City facilities, including the Plaza and sidewalks inside the Civic Center;
- Gambling, other than the types exempted by California law.

Use of alcoholic beverages is permitted only under specific regulations (See City Administrative Policy No. 1.21 and 4.01).

3. Depending on the seriousness of the offense, a warning may or may not be given. Library users violating these policies will be required to leave the Library for the remainder of the day. In the case of repeat violations or especially egregious first-time offenses, all Library and computer privileges may be revoked by the Library Director for a period of time or – upon consultation with law enforcement or other authorities -- permanently. If the user is a minor, the parent or legal guardian will be notified and informed of the nature of the violation and the resulting consequences. When necessary, the police will be called for assistance. Appeals regarding loss of privileges may be made to the Library Director and Board of Library Trustees.

Approved and adopted this 19<sup>th</sup> day of September, 2016


Ayes: 5

City of Glendora  
Board of Library Trustees

Noes: 0

Absent: 0

Attest:   
Janet Stone, Library Director

  
By: \_\_\_\_\_  
Patrick Hollanders, President