

## **Riverside County Library System**

### **PATRON CODE OF CONDUCT**

**Adopted by the Riverside County Board of Supervisors**

#### **PURPOSE**

The purpose of this policy is to outline standards of conduct expected of persons using the library and the administrative processes to be used when those standards are violated.

#### **POLICY**

The Riverside County Library System is open to the general public. Library policy includes the following clause governing use of the library:

*No person while on the premises of the Library shall engage in disruptive conversation or conduct, or harassment or unruly behavior which inhibits the use of the Library by others, nor shall any person refuse to obey the reasonable requests of an employee of the library.*

This policy ensures that everyone has the right to use Library services and resources provided his or her behavior does not unreasonably interfere with the rights of others to do the same. This policy requires the following specific behaviors be observed in the Library:

- Library users are considerate of others in the Library and treat other users and staff with courtesy and respect, honor other users' privacy and keep all conversations quiet.
- Cell phone noises and conversations should not be disruptive to other library users. Customers are encouraged to conduct telephone conversations outside the Library. (Cell phone use is limited to outdoor areas and study rooms in the Temecula Public Library according to City policy).
- Children under 11 years old must be accompanied by a responsible adult.
- Customers will respect furnishings, equipment and materials by using them appropriately without causing damage to them.
- Drinks are permitted in unbreakable, spill-proof containers that have sip-through lids or unbreakable screw-top bottles.
- If a person creates or emanates a detectable odor that disturbs other library users or staff, they will be asked to leave until the situation is corrected.
- Bicycles, skates, skateboards, collapsible scooters and other such items must be kept out of walkways or areas where they might cause a tripping hazard.

- Containers, packages or bundles that impede movement within the library or that take up an unreasonable amount of space are not brought into the Library and may be subject to inspection as are any packages, bags and like items.
- Any action recognized as illegal is prohibited in the library (i.e., but not limited to, use of alcohol or illegal substances, selling or solicitation, animals other than service animals, use of profanity, fighting and inappropriate sexual activity.
- Shoes and shirts must be worn in the library.

### **Staff procedures when customers violate the Patron Code of Conduct**

It is unlawful for any person to fail to obey a directive from library personnel to cease and desist from violation of any regulation, statute, or ordinance applicable to the use of the Library.

The Board of Supervisors delegates to the County Librarian and staff the responsibility for administering library policies, established procedures for their implementation and for making the policies available to the public at each library branch and via the RCLS web page.

If a customer exhibits behavior that violates the code of conduct, library staff will first inform the customer regarding the Library's code of conduct and seek voluntary compliance. If the customer continues to act in ways that violate the disruptive use policy and the code of conduct and constitutes a threat to other library staff or customers, the staff can require that the customer leave the Library. The police or sheriff may be called in to assist as needed.

In serious cases, library management has the authority to restrict customer access to library facilities for extended periods.