

MAINTAINING A SAFE AND APPROPRIATE LIBRARY ENVIRONMENT

Policy Statement:

Phoenix Public Library strives to provide a library environment in which all may have a positive and safe experience. Everyone should be able to enjoy library facilities, programs, services and activities free from disruptive behavior, harassment, intimidation, and threats to safety and well-being.

Scope:

The Standards of Conduct are applicable to any and all on Phoenix Public Library properties.

Regulations:

While the Library is open to all, no one has the right to interfere with another person's use of the library. Behavior becomes unacceptable when it violates the law, interferes with the rights of others, when it could result in injury to oneself or others, or when it could result in damage to Library materials, buildings or equipment. Phoenix Public Library reserves the right to take action against those whose behavior does not comply with the Standards of Conduct as established by this policy. The Library's Standards of Conduct have been developed to benefit all within a Phoenix Public Library location and protect the rights of individuals. We reserve the right to define and identify disruptive behavior and/or actions that interfere with the positive and safe atmosphere described above. If a library user chooses to not follow these standards of conduct, they will be asked to leave. To enforce these expectations, Phoenix Public Library will follow a series of **progressive disciplinary** steps. Exceptions to the progressive disciplinary process may be made, depending on the relative severity of the offense.

Standards of Conduct – Inside Library Facilities

Examples of unacceptable behavior inside the library include:

- Abandoning children
- Carrying weapons
- Abusing or misusing library services, facilities, equipment or materials
- Bringing in any animals except service animals
- Use of alcohol, illegal drugs, marijuana or other intoxicants
- Smoking or use of e-cigarette or tobacco products and accessories inside the building or on a public patio
- Entering areas that are not open to the general public
- Bringing in more than two (2) parcels per person (parcels can be no larger than 34"x18"x20")
- Leaving materials unattended, outside of the customer's line of sight, unless in designated areas
- Eating outside of designated food areas; bringing in drink containers without lids
- Entering the library without appropriate attire, including a shirt and shoes; indecent exposure

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Personal hygiene offensive so as to constitute a nuisance to other persons; unsanitary belongings

Acts of bullying, harassing or intimidating other library users or library staff, including physical contact, sexual or verbal abuse

Using audio, visual or communications devices audible to others; making noises that interfere with other library users

Running, sleeping, lying on the floor, lying on furniture, spitting, soliciting, panhandling, proselytizing and gambling

Loitering or bathing in restrooms

Adults using the children's area without a child or need for children's collection

Refusing to leave the building and/or library property when requested or during an emergency evacuation

Blocking library entrance areas or interfering with the free flow of pedestrian traffic in such areas

Fraudulent use of another customer's library card and/or account number for any purpose including reserving a computer

Violating the Library's computer/internet use agreement

Engaging in physical altercations including assaults and fighting

Engaging in acts of sexual misconduct

Violating any criminal law of the Phoenix City Code or the Arizona Revised Statutes

Standards of Conduct – Outside Library Facilities

Examples of unacceptable behavior outside on library property, include but are not limited to:

Abandoning children

Blocking entrance or egress of building

Smoking or use of e-cigarette within 20 feet of the building entrance or on a public patio

Use of alcohol, illegal drugs, marijuana or other intoxicants

Entering areas that are not open to the general public

Bringing animals onto the property, except service animals

Engaging in recreational activities (e.g., skateboarding) in parking lots and walkways

Acts of bullying, harassing or intimidating other library users or library staff, including physical contact, sexual or verbal abuse

Abusing or vandalizing library facilities or property

Sleeping or sitting on public walkways or walls, or laying out of blankets, boxes, etc.

Sidewalk vending (e.g., exchanging money for an item or service)

Soliciting for petitions or donations, or distributing flyers in parking or other areas outside

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the designated free-speech zone

Engaging in physical altercations including assaults and fighting

Displaying firearms or other deadly weapons on PPL property in a rude, angry or threatening manner

Engaging in acts of sexual misconduct.

Violating any criminal law of the Phoenix City Code or the Arizona Revised Statutes

If a library user chooses to not follow these standards of conduct, they will be asked to leave. Police will be called if the user refuses to leave the library or if the behavior itself is illegal. Illegal activity, as well as any willful or repeated violations of this Standards of Conduct or other Library regulations (e.g. computer use rules) may result in removal from the facility and/or suspension of Library privileges. In addition, where authorized by Federal, State or local law, violations of this Standards of Conduct may also result in arrest. For repeated violations, the length of suspension of library service and/or exclusion from library property will be determined by Library Administration. Library Administration reserves the right to modify the length of a term for suspension of library privileges based on administrative review and/or the outcome of the formal review process. Library users who wish to request a reasonable modification of this Standards of Conduct because of a disability or health problem may contact Phoenix Public Library Administration at (602) 262-7930.

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Request for Reconsideration of Suspension of Library Privileges

A customer who has had their library privileges suspended may:

1. Submit a written request for reconsideration with any applicable supporting documentation to the City Librarian.
2. The City Manager's Office will review the request and any supporting documentation relating to the suspension and make a determination to uphold, modify or overturn the suspension.
3. The City Librarian shall provide the customer with written notice of the final determination within 15 days following receipt of the City Manager's determination.
4. The City Manager's determination regarding the request for reconsideration shall be final and shall constitute an exhaustion of a customer's administrative remedies.

The Request for Reconsideration process does not apply and is not available to customers who have been arrested for violating a suspension.