MAINTAINING A SAFE AND APPROPRIATE LIBRARY ENVIRONMENT

Policy Statement:
Phoenix Public Library strives to provide a library environment in which all customers can have a positive and safe experience. Customers should be able to enjoy library facilities and activities free from disruptive behavior, harassment, intimidation, and threats to safety and well-being. All customers are expected to behave in a manner consistent with this policy.

Scope:
The Standards of Conduct are applicable to all within any and all Phoenix Public Library locations.

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 the public 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.

STANDARDS OF CONDUCT – INSIDE LIBRARY FACILITIES
    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 or other stimulants; intoxication
    Using electronic cigarettes of any type; smoking or any use of any tobacco products and accessories
    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
    Personal hygiene offensive so as to constitute a nuisance to other persons; unsanitary belongings
    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, and spitting
    Soliciting, panhandling, proselytizing and gambling
    Loitering or bathing in restrooms
    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. *Updated list approved by Library Advisory Board, November 14, 2018

Approved by the Library Advisory Board on October 21, 2015
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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 within 20 feet of the building entrance or on a public patio;
- bringing animals onto the property, except service animals;
- drinking alcoholic beverages or possessing illegal drugs;
- engaging in recreational activities (e.g., skateboarding) in parking lots and walkways;
- harassing persons using the library or library staff, including physical, 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 the designated free-speech zone;
- 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 premises if the behavior itself is illegal. 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.

**VERBAL WARNING:**
Customers will be notified that their behavior and/or conduct violates the Maintaining a Safe and Appropriate Library Environment policy.

**IMMEDIATE REQUEST TO LEAVE:**
Customers could be required to leave the Library for the remainder of Library business hours.

**LIBRARY SUSPENSION:**
When a violation is severe or repeated, offenders of the Maintaining a Safe and Appropriate Library Environment policy may have their library privileges suspended. Lengths of suspension can be for one week and up to permanent depending on the severity of the infraction. Suspension of library privileges may apply to all Phoenix Public Library locations. When a suspension of library privileges is for one year or more a Suspension of Library Privileges letter will be served.

**VIEWING OF INAPPROPRIATE MATERIAL ONLINE**
Users must agree to follow the Computer and Internet Use Policy before they can access the Internet. Persons suspected of viewing and/or downloading child pornography will immediately have their library privileges permanently suspended and the Police will be called to respond to the situation. Viewing and/or downloading of all other inappropriate material that is harmful to minors will result in:

- a first time suspension of six months;
- a second violation will result in a one year suspension:
- a third violation will result in permanent suspension from all Library facilities.

Approved by the Library Advisory Board on October 21, 2015
REQUEST FOR RECONSIDERATION OF SUSPENSION

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.