

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.

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 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

Acts of bullying based on race, sexual orientation, and or gender identity will not be tolerated

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.

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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
- Acts of bullying based on race, sexual orientation, and or gender identity will not be tolerated
- 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

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.

To ensure access to library services and for the safety of all users, the following behaviors are prohibited on library property. Phoenix Public Library will follow a series of progressive disciplinary steps. The charts below present examples of violations and length of suspension(s) of library privileges and is a reference which is not all inclusive of violations.

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Class One Minor Violations	Consequences/Duration
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Class one violations are dealt with on a one on one basis. Class one violations are processed through a progressive discipline system. Repeated or similar offenses in this class use the following progressive discipline steps.

1 st Offense	2 nd Offense	3 rd Offense	4 th Offense	5 th Offense	6 th Offense	7 th Offense
1 Day	1 Week	1 Month	90 Days	6 Months	1 Year	Permanent

1. Exhibiting signs of being under the influence of alcohol or illegal drugs.
2. Verbal communication or non-verbal attention that is willful, malicious or obnoxious.
3. Smoking tobacco or using e-cigarettes inside library facilities or within 20 feet of any entryway.
4. Fraudulent use of another customer's library card and/or account number for any purpose, including reserving a computer.
5. Making any loud or unreasonable noise or other disturbance, including disruptive use of personal communications or entertainment devices.
6. Blocking library entrance areas or interfering with the free flow of pedestrian traffic in such areas.
7. Eating food and consuming beverages from an uncovered container, except in designated areas. Alcoholic beverages are prohibited.
8. Soliciting, panhandling, proselytizing or gambling.
9. Emitting strong, pervasive odors, including odors caused by perfume or cologne that unreasonably interfere with library user or staff comfort, safety, use or peaceful enjoyment of the library.
10. Clothing covering the upper and lower body is required in addition to shoes or other footwear.
11. Refusing to leave the building and/or library property when requested.
12. Refusing to leave the building during emergency evacuation.
13. Loitering in or using PPL facilities for other than their intended purpose, including: loitering, bathing, shampooing, personal grooming, washing clothes or utensils.
14. Adults using the Children's area without a child or need for children's collections.
15. Sleeping or lying on the floor or furniture.
16. Bringing in animals, except service animals.
17. Leaving materials unattended, outside of the customer's line of sight, unless in designated areas.

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Class Two Moderate Violations	Consequences/Duration
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Class two violations are processed through a progressive discipline system. Repeated or similar offenses in this class use the following progressive discipline steps. Depending on the severity of the offense, Library Administration has the discretion to advance the discipline to any of the listed progressions based upon investigative results.

1 st Offense	2 nd Offense	3 rd Offense	4 th Offense	5 th Offense	6 th Offense
1 Week	1 Month	90 Days	6 Months	1 Year	Permanent

1. Possession or use of illegal drugs.
2. Abusing or misusing library services, facilities, equipment or, material. Manipulation of/interfering with PPL computers, Internet reservation and or print management systems.
3. Harassing or intimidating other library users or library staff, including physical contact, sexual or verbal abuse.
4. Theft or vandalism of PPL property, or the property of library customers or staff.
5. Using obscene or threatening language or words that would likely provoke a violent reaction.
6. Unreasonable use of restrooms, including smoking, soliciting, clogging plumbing or looking into an area designed to provide privacy to a person using the area.
7. Depositing bodily fluids on PPL property, including library collections, equipment and furnishings.
8. Unauthorized presence in staff-designated areas and/or entering or remaining inside library facilities before or after posted hours of operation.

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Class Three Severe Violations	Consequences/Duration
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1st Offense	2nd Offense
One Year – Minimum	Permanent Trespass

1. Engaging in physical altercations including assaults and fighting.
2. Displaying firearms or other deadly weapons on PPL property in a rude, angry or threatening manner.
3. Engaging in acts of sexual misconduct, including indecent exposure, sexual contact and sexual intercourse and/or exhibiting lewd and lascivious acts.

Class Four Computer Violations	Consequences/Duration
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1st Offense	2nd Offense	3rd Offense
6 months	1 year	Permanent Trespass

Class four violations involve the misuse of library equipment or internet to view inappropriate or pornographic material, in violation of the Library's computer/internet use agreement.



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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.