

City of Hayward, California  
HAYWARD PUBLIC LIBRARY

**CUSTOMER CONDUCT POLICY**

**I. Statement of Policy**

The mission of Hayward Public Library is to provide equal opportunity in education and lifelong learning to every member of the Hayward community. To achieve its mission, the Library provides a wide array of resources, services, and community learning spaces to the general public. Library resources are intended to be equally available to all, for the enrichment and enjoyment of all. Because the Library is a public resource that is shared by the entire community, this Customer Conduct Policy is hereby established to govern the use of Library resources by members of the public, and to set standards of behavior and conduct that support equal access, use and enjoyment of the Library by all.

**II. Guiding Principles**

1. Behavior or conduct that interferes with anyone else's ability or right to use or benefit from Library resources or public spaces is detrimental to equal access and is not allowed.
2. Behavior or conduct that results in or could cause damage or loss of Library materials, equipment, furniture, buildings or other property is detrimental to shared resources and is not allowed.
3. Behavior or conduct that interferes with the duties and responsibilities of Library staff or volunteers is detrimental to the functioning of the Library and is not allowed.
4. Illegal or harmful activity is forbidden at all times, and will be reported to law enforcement immediately.

**III. Code of Conduct**

*All visitors to the Hayward Public Library have the right to:*

- A safe and welcoming Library environment;
- Confidential access to Library materials and services;
- Privacy of their Library records;
- Free use of the Library for its intended purpose as a shared community resource.

**Library rules of conduct include, but are not limited to, the following:**

1. Safe and legal use of the Library is welcomed and encouraged. All illegal or harmful activity will be reported to law enforcement immediately, including but not limited to:
  - a) Possession or use of drugs or alcohol;
  - b) Public intoxication;
  - c) Lewd or lascivious behaviors;
  - d) Viewing or displaying inappropriate or illegal material in the Library;
  - e) Harassment, threats, or intimidation of Library users, staff, or volunteers;
  - f) Possession of weapons in or around the Library;
  - g) Abuse or vandalism of public property including Library facilities, equipment, and materials.
  - h) Unauthorized removal (theft) of Library materials. *State law permits library staff to search purses, bags, parcels, briefcases, and other packages to prevent the theft of books and library materials, and authorizes the detention for a reasonable period of any person using these facilities who is suspected of committing library theft (California Penal Code section 490.5);*

- i) Smoking in or around the Library, including the surrounding public parks and sidewalks;
- j) Any activity that results in or could cause injury or harm to oneself or others.

2. Appropriate uses of Library furniture, equipment, and public spaces are welcomed. The following inappropriate uses are a violation of the Customer Conduct Policy and will not be tolerated:

- a) Personal items, packages, or luggage may not be left unattended in the library for any length of time. Library staff is not responsible for lost or stolen property.
- b) Restrooms in the Children's Library are reserved for children and accompanying adults only.
- c) Adults visiting the Children's Library must be accompanied by children or using children's materials.
- d) Aisles and passageways may not be blocked in any way that would prohibit free flow of pedestrians or people with disabilities.
- e) Wheeled devices with or without power are not allowed in the Library (for example, bicycles, skateboards, roller skates, scooters, grocery carts, wheeled luggage, etc.), except wheelchairs or walkers that are actively being used to assist persons with disabilities, and strollers that are actively being used to transport children or infants.
- f) Animals are not allowed in the Library, except service animals recognized under Titles II and III of the Americans with Disabilities Act (ADA).
- g) Soliciting, panhandling, petitioning, and gambling are prohibited at all times in and around the Library.
- h) Sleeping in or around the Library is prohibited.
- i) Restrooms may not be used for bathing, laundering, loitering, sexual activity, drug use, nor any other unintended use. Illegal activity of any kind will be reported to law enforcement.

3. Behaviors that contribute to the normal functioning of the Library are welcomed. The following behaviors interfere with others' ability to use or benefit from Library resources and public spaces, and are not allowed:

- a) Eating is not allowed. Covered drinks are allowed except at Library computers.
- b) Children may not be left unattended in the Library for any length of time. Library staff are not able to supervise or monitor children. Parents or guardians are responsible for the supervision and behavior of their children in the Library at all times.
- c) Loud sounds that constitute a nuisance to others are prohibited. Please use headphones when listening to audio on electronic devices.
- d) Strong or pervasive odors that constitute a nuisance to others are not permitted.
- e) Unacceptable or inappropriate use of furniture or building facilities which may cause damage or excessive wear to Library property, or which could prevent others from accessing library services, are not permitted (for example, lying down, putting feet on chairs or tables, standing or leaning on furniture, bringing an excessive amount of belongings or large items into the Library, etc.)
- f) Adequate clothing must be worn at all times, including top, bottom and shoes.
- g) Loud or offensive language directed toward staff or other library users is not allowed
- h) Disruptive and dangerous activities including running, horseplay, and throwing objects are prohibited.
- i) Using another person's library card or card number to log in to library computers is prohibited.
- j) Use of library computers is subject to the City of Hayward Website and Computer Use policies, available online at the following address: <http://www.hayward-ca.gov/POLICIES/>.

#### **IV. Enforcement**

Library users who engage in conduct or behavior that violates this Policy will be issued a warning or asked to leave the premises. At the discretion of the Library Director, repeated or serious violations of this Policy may result in the suspension of Library visiting privileges for an extended time period. Any and all illegal activity is immediately reported to law enforcement.

*Ratified by the City of Hayward Library Commission, December 2012*