

HAYWARD LIBRARY
Customer Code of Conduct

The mission of Hayward Public Library is to provide equal opportunity in education and lifelong learning to every member of the Hayward community. The Library provides a welcoming environment and a wide array of resources, services, and community learning spaces. The Customer Code of Conduct protects the rights of staff, volunteers, and customers while ensuring the preservation of library materials and facilities. Library staff have been authorized to enforce this Code of Conduct in all Hayward Library facilities and surrounding grounds.

Behavior or conduct that disrupts or prevents the normal and intended use of the public library by others is prohibited. Such behavior includes, but is not limited to:

1. Any conduct that violates federal, state, or local statutes or ordinances or that creates a safety threat, including but not restricted to the following:
 - a. Possession of weapons or hazardous materials of any kind in or around the Library.
 - b. Threatening or harassing other patrons or staff including but not limited to assault, battery, verbal threats, stalking, offensive staring, or offensive touching.
 - c. Public intoxication or the possession or use of drugs, alcohol or tobacco, including smoking and vaping.
 - d. Theft of Library property, or property of Library staff, or property of Library visitors. *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)*
2. Failure to follow the reasonable direction of a library staff member; any behavior or activity that prevents or hinders library employees in the performance of their duties; refusal to leave the premises when asked; or entering non-public areas without authorization.
3. Defacing, damaging, or soiling library materials including, but not limited to, underlining, highlighting, writing, removing pages, and removing or attempting to remove security devices.
4. Unacceptable or inappropriate use of furniture which may cause damage or excessive wear to Library property, or which could prevent others from accessing library services.
5. Engaging in or soliciting any type of sexual contact or behavior.
6. Engaging in physical altercations including fighting, harassing, abusing or assaulting other customers or staff.
7. Harassing behavior toward any person in the library, including but not limited to staring, stalking, lurking, repeated unwanted personal and/or embarrassing questions or attention.
8. Soliciting or begging for money, donations or signatures, or the distribution or posting of any printed material except through authorized library procedures subject to the Community Information Board policy.
9. The use of loud, abusive, threatening, harassing or offensive language.
10. Viewing or displaying inappropriate, sexually explicit, or illegal material in the Library, including inappropriate use of library computers. Use of library computers and WiFi is further subject to the Computer Use Policy.
11. Neglecting to provide proper supervision of children and dependent adults. 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.
12. Adults visiting the Children's Library must be accompanied by children or using children's materials. Restrooms in the Children's Library are reserved for children and accompanying adults only.
13. Adults and children under 13 are restricted from use of the Teen Center unless accompanied by a teen or using teen materials.
14. Bringing animals, other than service animals assisting people with disabilities, inside library facilities or within 10 feet of any door. Service animals recognized under Titles II and III of the Americans with Disabilities Act (ADA) are always permitted in the library.

15. Presenting offensive and pervasive odors which constitute a nuisance to other customers or staff.
16. Creating any unreasonable noise, including loud talking, singing, running, boisterous activity, and the playing of audio equipment of any type, which disturbs other patrons or staff. Please use headphones when listening to audio on electronic devices.
17. Bringing bicycles, scooters, or other similar devices into the library, with the exception of wheelchairs or walkers that are actively being used to assist person with disabilities and strollers that are actively being used to transport children or infants. Skateboards, roller blades, or other similar devices are permitted inside library facilities provided that they are carried, not ridden.
18. Bringing personal items into the library that, collectively or singly, exceed 32" x 18" x 15"; storing personal belongings on Library property, or leaving personal belongings unattended. Library staff is not responsible for lost or stolen property.
19. Monopolizing/obstructing space, seating, tables or equipment to the exclusion of others; blocking entrance areas, aisles, or passageways in any way that could prohibit the free flow of pedestrian traffic.
20. *Using restrooms for bathing, laundering, loitering, sexual activity, drug use, nor any other unintended use. Illegal activity of any kind will be reported to law enforcement.*
21. Consuming or possessing food or beverages (in type or quantity) that are potentially disruptive or damaging because of odor, waste or spills outside of meeting rooms or café areas. Drinks without lids as well as hot or prepared foods are not allowed outside of meeting rooms and café areas. Food may not be consumed at public computers.
22. Failing to wear adequate clothing, including top, bottom and shoes.
23. Sleeping in or around the library.
24. Using another customer's library card and/or account number for any purpose, including to access library computers.

Library users who engage in conduct or behavior that violates this Policy will be issued a warning and/or required to leave the premises. 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.

Adopted by the Hayward Library Commission 8/20/18