

# PATRON RESPONSIBILITY POLICY

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LP10 | REVISION 1 | REVISED 07/17/2023

## I. Purpose

- A. This policy sets standards that serve to ensure that library facilities are safe, welcoming, and provide equitable access to materials and services for all library users.
- B. All persons are welcome in the Lodi Public Library.
- C. Patrons must understand that the Library is a public space shared by many.

## II. Patron Conduct

Patrons must:

- A. Respect library workspace.
  - 1. Patrons are not allowed in the staff work area behind the circulation desk unless invited by library staff.
- B. Be courteous and respectful to other library patrons and staff.
  - 1. Quiet conversation is permitted in the library. Conversation by staff and patrons is appropriate and the level of quiet may fluctuate throughout the day, including times when children are present.
  - 2. Personal electronic equipment must be kept at a volume that cannot be heard by others.
  - 3. Shirts and footwear are required.
  - 4. The use of tobacco products, including electronic cigarettes, while in the library building or on library grounds is prohibited.
  - 5. Use or distribution of alcoholic beverages or controlled substances in the library or on library grounds is prohibited.
  - 6. Soliciting and selling inside the library or on library grounds without the Director’s permission is prohibited.
  - 7. Petitioning is allowed as long as it does not impede patrons’ access to library facilities and resources and abides by this conduct policy. Prior reasonable notification to the Library Director is required. Nothing shall be taped, hung or tacked to any walls, windows, doors or furniture without permission. Materials with graphic images that are obscene, offensive or harmful to minors are prohibited.
  - 8. Gain permission from library staff before using photographic or video cameras or any recording devices in the building or at activities on the grounds. Taking pictures or short videos for personal use are allowed. (See [photo policy](#).)
  - 9. Animals will not be allowed except for certified service animals as defined by federal and state law, unless permitted by library programming.
- C. Attend to children in their care, keep them safe, and pick them up before the Library closes.
- D. Safeguard personal items; library staff is not responsible for personal items.

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- E. Remain awake during their time at the Library.
- F. Comply with all federal, state and local laws.
  - 1. Patrons may not bring guns, weapons, knives (other than pocket knives) or items designed or intended to injure or harm people, unless permitted for library programming.
  - 2. Disorderly conduct is prohibited, including but not limited to use of profane and/or abusive language, fighting, engaging in violent or seriously disruptive behavior, or threatening or intimidating library staff or patrons. The Library has a policy of zero tolerance for threats or acts of violence. Any person engaging in such behavior will be removed from the Library.

### III. Food and Drink in the Library

- A. Food and drink are allowed in the Library under the following conditions:
  - 1. Non-alcoholic drinks with secure lids (e.g., covered cups, soda and water bottles) may be consumed in all portions of the library, except near the computers.
  - 2. Snack items are permitted in the library.
  - 3. Patrons are expected to be responsible for the food and drink consumed in the library, to ensure all areas are left clean for others, and to dispose of trash in appropriate containers.
- B. Food and drink are allowed as part of library programming at the discretion of the Director.
- C. Payment for damage to library materials or equipment caused by food or drink in the Library will be the responsibility of the library patron (or parent/guardian if the patron is a minor).

### IV. Children and Vulnerable Adults in the Library

- A. For the purpose of this policy, “child” refers to individuals age seven and younger and “vulnerable adult” refers to individuals who are eighteen years of age or older and who are, because of mental or physical impairment, unable to protect themselves from abuse or exploitation by others or comprehend or comply with the Library’s conduct policy.
- B. Staff cannot monitor the whereabouts or behavior of, or assume responsibility for, children or vulnerable adults while they use the Library.
- C. Children and vulnerable adults must be accompanied by a parent or designated responsible person while in the Library. The parent/responsible person must remain in the Library and attentive to the child/vulnerable adult through the visit, including library-led programs.

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## V. Staff Response to Misconduct

- A. When the library staff observes or receives a complaint about disruptive behavior and the behavior is perceived as non-threatening, the following actions will be taken by staff:
  - 1. The patron will be asked politely to improve their conduct.
  - 2. If the inappropriate behavior continues, the individual will be given a warning that behavior must be improved or the individual will be asked to leave the Library.
  - 3. If, after a warning, the behavior continues, the Director or staff will ask the patron to leave the Library.
  - 4. If the patron does not comply, the Director or staff will call the City of Lodi Police.
- B. Any conduct that threatens the safety of any person or is damaging to Library property, equipment or facilities may result in immediate expulsion. Library staff are authorized to contact the Lodi Police to respond to such situations.

## VI. Banning

- A. Employees will document all incidents of behavior that violate this code of conduct policy and give the documentation to the Director. If a person has engaged in severe or repeated misconduct, the Director may decide to ban the individual from the Library for up to one year.
- B. The Director will issue a written letter notifying the individual that they are banned from the Lodi Public Library. The letter shall indicate the reasons for the ban and the time period of the ban. A copy of the written letter relative to the ban shall be forwarded to the Lodi Police Department for information purposes.
- C. Until such time as the ban has expired or been reversed on appeal by the Library Board of Trustees, the individual may not enter the Library or its grounds. If the banned individual enters the Library or its grounds, the police will be called and the individual may be arrested for trespassing.
- D. Any individual who is banned from the Library may request to have the decision reviewed by the Library Board of Trustees at the Lodi Public Library at its next regular meeting. The request must be made in writing and submitted to the Library Director and the President of the Lodi Board of Trustees within 30 calendar days of the date the ban was issued. The decision of the Library Board is final.

## VII. Revision History

- A. Policy approved January 23, 2023 (Revision 0)
- B. Policy revised July 17, 2023 (Revision 1)