



Patron Behavior Policy

Patrons are expected to respect the rights of others to enjoy a safe and welcoming Library experience. This policy has been established to ensure that the Library is safe, welcoming, and provides equitable access to materials and services for all Library users.

The following behaviors and activities **ARE PROHIBITED** in the Library:

- Interfering with another person's use of the Library, or the Library staff's duties, including disturbing, offending, intimidating, annoying, or harassing others, or engaging in any disruptive or unsafe behavior.
- Loud or disruptive behavior which disturbs Library activities, including loud talking, and using electronic devices without headphones and/or at a volume that is disruptive to others.
- Possessing, selling, distributing, consuming or being under the influence of any alcoholic beverage or controlled substance.
- Engaging in any sexual activities, conduct or harassment (e.g. stalking, exposure, offensive touching).
- Weapons of any kind.
- Overwhelming lack of personal hygiene that is disruptive to others.
- Mutilation of Library materials, vandalism, theft. This includes downloading software to the computers or making other changes to the computers.
- Sleeping, camping, or monopolizing Library facilities and grounds.
- Extended, unreasonable use of or improperly using Library restrooms or facilities for purposes such as bathing, shaving or changing clothes.
- Unapproved entry in non-public areas of Library.
- Not wearing sufficient clothing (e.g. shoes, tops, bottoms) while in Library.
- Commercial activities, distributing handbills or flyers, soliciting signatures for petition, selling merchandise, or other similar activities that may disrupt use and enjoyment of the Library.
- Eating or bringing in open containers of food or drink. Drinks with a lid are permitted.
- Bringing any animal into the building, with the exception of service animals accompanying a person with a disability in accordance with the American Disabilities Act.
- Engaging in any activity prohibited by law.
- Leaving a child under the age of 12 unattended in the Library; all children under the age of 12 must be accompanied and supervised by their parent or caregiver at all times.
- Bringing in patron bags, containers, packages or bundle sizes that singly or collectively exceed 24 by 18 by 12 inches. Personal items cannot be stored on Grossmont Healthcare District property. Sleeping bags, bed-rolls, or blankets are not permitted in the building (blankets for small children are permitted).

Library staff will enforce these rules. Every effort will be made to respond to potentially difficult circumstances of user behavior in a timely, respectful, direct, and open manner that is consistent and fair. Patrons will receive one verbal warning regarding behavior. If inappropriate behavior continues, disruptive patrons must leave the Library for the remainder of the day. If upon return to the Library, disruptive behavior continues, patrons may lose their Library privileges for a length of time determined by the Head Librarian and/or GHD staff. Repeat problems will result in the patron being permanently banned from the Library. Law enforcement will be called to intervene if needed.



Enforcement of our **Patron Behavior Policy** is designed to maintain a safe and welcoming Library. For violations unlikely to cause immediate harm to others and not perceived to be threatening, the person violating the rules will be given at least one warning at the discretion of the Library staff; if behavior continues, the person will be asked to leave the premises for the day. For violations that cause or are likely to cause immediate harm to others, the person violating the rules may be immediately excluded from the Library without first being given a warning. Refusal to leave when requested may result in a criminal trespass issued by the La Mesa Police Department. At the discretion of GHD and Library staff, exclusions may be made for progressively longer times for repeated violations or when harm or potential harm is involved, ranging in time from one week to permanent exclusion and loss of all library privileges.

An example of exclusion progression for behavior that is disruptive, disorderly, or unsafe is below. This example is for relatively minor infractions. More serious or repeat infractions will have a compressed progression:

1st infraction: Request from staff to discontinue behavior

2nd infraction: Request to discontinue and warning that behavior can lead to an exclusion

3rd infraction: Asked to leave for the day

4th infraction: Exclusion for one month

5th infraction: Exclusion for six months

Example of exclusion progression for behavior that is threatening, harassing, or violating the rights of library users and/or staff:

1st infraction: Exclusion for one week minimum, up to a permanent trespass, depending on severity

2nd infraction: Exclusion for longer period, up to a permanent trespass, depending on severity

If a child, or anyone otherwise needing close adult supervision, has been left unattended in the library, staff will attempt to locate the caregiver. If the caregiver cannot be located, or if the library is closing, law enforcement will be notified.

Appeal: A patron who has been excluded from the library may appeal the notice in writing to the GHD CEO within 10 days of issuance. The GHD CEO will schedule a hearing, which shall not take place more than one week after receipt of the written request. The hearing will be informal, and the GHD CEO and Admin team will consider testimony from Library staff involved in the incident, from the person requesting the hearing, and from any other witnesses to the incident. At the conclusion of the hearing, the GHD CEO may affirm, modify, or cause the notice to be canceled. A written copy of the decision will be delivered or mailed within 10 days to the person making the appeal.