



LIBRARY SERVICES

585 Franklin Street • Mountain View • California • 94041-1998
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CITY OF MOUNTAIN VIEW LIBRARY BEHAVIOR POLICY

The Library provides a comfortable and safe environment where customers can read, study, and work; use Library equipment, resources, and services; and where Library staff can perform their duties effectively without interference. Since the Library is used for various purposes, quiet areas have been designated for customers who prefer a quieter environment. Loud, disruptive, disrespectful, threatening, disturbing, profane, abusive, or other behavior not reasonably expected in a public library will not be tolerated throughout the building, and customers acting in such a manner will be asked to leave.

In order to allow Library staff and customers to use the Library's facilities without disturbance and to provide a clean, pleasant, and safe environment, the following guidelines are to be followed:

- Treat Library staff and other customers with courtesy and respect.
- Follow the direction of Library staff members or Library Police Assistants.
- Respect the privacy of others.
- Bring only covered drinks inside the Library. Consume all food and uncovered drinks outside the Library.
- Observe time limits and use guidelines for computers, other equipment, and group study rooms.
- Observe posted rules for no talking and no audible electronic devices in "Quiet Study" areas. Use headsets when listening to music, movies, or other audible sounds from any device and set headset volume to the lowest audible level.
- Silence or set to vibrate all cell phones and other electronic devices. Keep voices down and conversations at a minimum.
- Keep personal items with you at all times. The Library is not responsible for unattended items.
- Follow all applicable Federal, State, and local laws and public health orders

SAFETY

- Ensure that children under the age of 8 are directly supervised. Children age 11 and under must be accompanied by an adult and/or caregiver, age 14 or older, while in the Library.
- Use appropriate facilities and equipment. Children's computers are reserved for children and those accompanying them.
- Follow guidelines related to use of areas designated for children and teens, as such areas may be restricted by age or grade level, to keep the Library welcoming and comfortable for minors.
- Keep entrances, exits, and aisles clear. Place backpacks and similar items under tables or chairs. Place strollers and prams in designated areas when available.
- Leave large or bulky items, such as luggage and shopping carts, outside the Library. Personal items must fit under a chair or table.
- Secure bicycles in racks provided on Franklin Street or near the park side entrance.
- Use furniture appropriately. Do not damage, misuse, tilt chairs, or place feet or shoes on furniture.
- Wear shoes and shirts in the Library at all times.

PROHIBITED ACTIVITIES

- Interfering with another person's use of Library materials, equipment, or resources.
- Viewing harmful or pornographic material in the presence of a minor is a violation of California Penal Code 313.1.
- Running, jumping, and other activities that could cause injury to you or to others.
- Soliciting, panhandling, or attempting to sell items for fundraising or other commercial purposes not part of an approved Library program. All flyers or other written material must be approved by Library staff (see Bulletin Boards and Community Information Areas Policy).

- Writing on or otherwise damaging Library property, including books, walls, furniture, computer equipment, and facilities.
- Bringing animals inside the Library, except service animals as defined by law.
- Sleeping, bathing, shaving, or washing clothes.
- Personally monopolizing Library space, seating, tables, or equipment to the exclusion of other customers or staff.
- Interfering with others' use and enjoyment of the Library with strong, pervasive odors, including body odor, or odors caused by perfume or cologne.
- Disruptive behavior due to drinking alcoholic beverages or being under the influence of alcohol or drugs.
- Smoking or vaping inside or within 25' of the Library.
- Bringing weapons of any kind inside the Library.

HEALTH AND CLEANLINESS

It is the Library's responsibility to maintain a comfortable and safe environment for all customers, and to protect the Library's collections, equipment, and property. To this end, the Library may restrict a customer's ability to borrow physical materials and/or visit the Library when such activity may jeopardize the health and cleanliness of the Library, the Library collections, and Library customers.

A customer may be asked to leave the Library and/or have future access to the Library suspended if a customer or customer's possessions are present with fleas, lice, roaches, bed bugs, or other insects or pests. Should it become necessary to suspend Library privileges in order to protect Library collections, facilities, or other individuals, direct notification of the suspension will be made by Library staff at the time of the occurrence. Suspension of access to the Library and borrowing privileges will be considered temporary and will be restored when the suspended customer demonstrates that the originating situation has been remediated. This may include proof of qualified extermination procedures conducted at the customer's primary residence. Confirming information may include copies of receipts for treatment, a letter from a licensed pest control company, or a written statement from the owner or property manager of a multi-family rental residence. In some circumstances, proof of a change of residential address may also be accepted.

RETURNING MATERIAL THAT MAY HAVE COME IN CONTACT WITH PESTS

If Library materials have come into contact with fleas, lice, roaches, bed bugs, or other insects or pests while in a customer's possession, the customer should not return the materials—customers should contact the Library. Materials that must be discarded may be charged to the customer at full replacement value.

Library privileges may be suspended when evidence that items checked out on a customer's library card were returned with insects known to be damaging or could result in pest infestation to Library materials (e.g., fleas, lice, roaches, bed bugs, or other insects or pests).

SUSPENSION OF LIBRARY PRIVILEGES FOR VIOLATION OF THE BEHAVIOR POLICY

Anyone violating this Policy may be asked to leave the Library and/or have privileges suspended. Violations of this Policy may result in suspension of Library privileges up to one year at staff's discretion. Enforcement will be by Library staff, Library Police Assistants, or, if necessary, by the Mountain View Police Department, as appropriate.

The Library Director or designee shall then determine whether an extended suspension is warranted and issue a letter to the customer informing the customer of the grounds for the suspension.

In the case of a minor (under the age of 18), the Library will attempt to notify a parent or guardian, and provide the parent or guardian with a copy of the suspension letter.

REQUEST FOR SUSPENSION APPEAL/HEARING PANEL PROCEDURE AND FORM

Suspension Appeal Procedure (One- to 30-Days Suspension)

Any customer suspended for one to 30 days has a right to appeal the suspension from the Library.

To appeal a suspension:

1. Complete the Request for Suspension Appeal/Hearing Panel Form.
2. Return the completed form to the Mountain View Library. Staff will sign the form to acknowledge its receipt and will provide you with a copy for your records.

3. The completed form must be received by staff at the Library within 10 days from the date of the suspension. Postmarks will not apply.

Upon receipt of your Request for Suspension Appeal/Hearing Panel Form:

1. You will have a Suspension Appeal decision meeting with the Library Services Director or designee.
2. Library staff, a Library Police Assistant, or Library customers who were witnesses to the event(s) may also be asked to appear as witnesses.
3. The Suspension Appeal meeting will convene privately to discuss the evidence and make a final suspension determination.
4. The suspension will be withdrawn if the authorized Suspension Appeal meeting members determine, by a preponderance of evidence, that the behavior(s) cited on the Notice of Suspension did not occur or that the suspension was deemed unwarranted.
5. Within 10 days from the date the Library receives your Request for Suspension Appeal, a Suspension Appeal/Hearing Panel Determination Notice will be mailed to the address provided by you on the Request for Suspension Appeal/Hearing Panel Form.
6. If you do not have a mailing address, you must return to the Mountain View Library 10 days from the date the Library receives your Request for Suspension Appeal/Hearing Panel Form to pick up your Suspension Appeal/Hearing Panel Determination Notice.
7. The Suspension Appeal Determination decision is final.

Suspension Appeal Procedure (31-Day to One-Year Suspension)

Any customer suspended for 31 days to one year has the right to a hearing before the Suspension Hearing Panel.

To request a hearing:

1. Complete the Request for Suspension Appeal/Hearing Panel Form.

2. Return the completed form to the Mountain View Library. Staff will sign the form to acknowledge its receipt and will provide you with a copy for your records.
3. The completed form must be received by staff at the Library within 10 days from the date of the suspension. Postmarks will not apply.

Upon receipt of your Request for Suspension Appeal/Hearing Panel Form:

1. Within 10 days from the date the Library receives your Request for Suspension Appeal/Hearing Panel Form, the Library will mail you a notice providing you with the date, time, and location of the Suspension Hearing Panel.
2. If you do not have a mailing address, you must return to Mountain View Library 10 days from the date the Library receives your Request for Suspension Appeal/Hearing Panel Form to pick up your notice of date, time, and location of the Suspension Hearing Panel.
3. The Suspension Hearing Panel will include the Library Services Director or designee, and a Library Board of Trustees designee.
4. Library staff, a Library Police Assistant, or Library customers who were witnesses to the event(s) may also be asked to appear as witnesses.
5. When you arrive for your hearing, you will be provided the opportunity to present evidence and/or reasons why the suspension should be withdrawn.
6. An advocate may attend the hearing with you.
7. A parent or guardian must accompany a minor (under the age of 18 unless emancipated) to the hearing.
8. After all the evidence has been presented, the Suspension Hearing Panel may convene privately to discuss the determination.
9. The suspension will be withdrawn if the Suspension Hearing Panel determines by a preponderance of evidence that the behavior(s) cited on the Notice of Suspension from Library form did not occur or that the suspension is unwarranted.
10. Within 10 days of the date of your hearing, a Suspension Appeal/Hearing Panel Determination Notice will be mailed to you that will include the findings in support of the decision.

11. If you do not have a mailing address, you may return to the Library 10 days after the hearing to pick up a copy of the Suspension Appeal/Hearing Panel Determination Notice.

The Suspension Hearing Panel Determination decision is final.

Any suspension from the Library will require a meeting with the Library Services Director or designee, and a commitment to adhere to these behavior standards before an individual's Library privileges are restored.

Adopted by the Library Board of Trustees: October 1, 2001
Revised: February 10, 2021

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