



San Francisco Public Library

Uniform Staff Procedures for Enforcement of the *Guidelines for Library Use*

This document is intended to ensure that patron conduct issues are dealt with in a consistent manner and guarantee that Library facilities are safe and welcoming to all members of the public.

Persons who violate [the] Guidelines may receive a warning from the Library staff and/or an opportunity to cease the violation or leave the Library. Illegal activity, as well as any willful or repeated violations of these Guidelines or other posted Library regulations (e.g. computer use rules), may result in removal from the facility and/or suspension of Library privileges. In addition, where authorized by Federal, State or local law, violations of these Guidelines may also result in arrest. [From *Guidelines for Library Use*, adopted August 2001 and amended August 2007, by SFPL Library Commission.]

Text that follows each Library rule specifies the actions the Library will take when those rules are violated. If repeated incidents occur within a period of one year, consequences will be applied appropriate to a “2nd Offense,” or “3rd Offense.” If the behavior is repeated a 4th time, staff should consult with Security and the Administration.

Any violation that results in a suspension of 7 days or less will be in effect at the library site where the violation occurred. When a patron is suspended more than 7 days, it means the patron is prohibited from entering any building within the San Francisco Public Library system.

TO ENSURE THE SAFETY OF ALL USERS:

1. Children under the age of 8 must be accompanied at all times by a parent, guardian, or other responsible person.

1st OFFENSE

Inform parent of rule and remind them that child must be accompanied

2nd OFFENSE

Notify Security; request they speak with parent

3rd OFFENSE

Notify Security; Security will follow procedure for working with SFPD

2. The City Librarian may restrict adult use of Children’s areas in order to ensure the adequate protection of the Library facilities and of persons and property therein.

1st OFFENSE

Ascertain if adult is using the children’s collections or resources. If not, inform adult of policy and direct adult to other areas in the building where seating is available.

2nd OFFENSE

Remind adult s/he has been informed of policy previously and direct adult to other areas in the building where seating is available.

3rd OFFENSE

Notify Security

3. Shirts and shoes or other footwear are required.

1st OFFENSE

Give warning—patron may correct or leave; notify Security if needed

2nd OFFENSE

Notify Security; suspension for rest of the day

3rd OFFENSE

Notify Security; 3-day suspension

4. Persons under the influence of alcohol or non-prescribed drugs are not allowed on Library property.

1st OFFENSE

Notify Security; Security calls SFPD if warranted; suspension for the rest of the day

2nd OFFENSE

Notify Security; Security calls SFPD if warranted; 3-day suspension

3rd OFFENSE

Notify Security; Security calls SFPD if warranted; 7-day suspension

5. Smoking is not permitted inside Library facilities or within 10 feet of any door.

1st OFFENSE

Staff or Security give warning

2nd OFFENSE

Notify Security; 1-day suspension

3rd OFFENSE

Notify Security; 7-day suspension

6. People, animals or property must not block aisles, doorways, stairways, elevators or ramps. Large objects such as carts, bicycles and luggage may not be brought into Library facilities. Personal property must be within sight of the owner.

1st OFFENSE

Staff or Security give warning—patron may correct or leave

2nd OFFENSE

Notify Security; 1-day suspension

3rd OFFENSE

Notify Security; 7-day suspension

7. Weapons of any kind are prohibited on Library property.

1st OFFENSE

Call 911 or Security; Security calls SFPD; 30-day suspension

2nd OFFENSE

Call 911 or Security; Security calls SFPD; 6-month suspension

3rd OFFENSE

Call 911 or Security; Security calls SFPD; 12-month suspension

8. Animals, other than service animals assisting persons with disabilities, are not permitted inside Library facilities or within 10 feet of any door.

1st OFFENSE

Leave building; may return without pet

2nd OFFENSE

Leave building; may return without pet

3rd OFFENSE

Leave building; may return without pet

9. Persons who remain at Library facilities after closing, and who need assistance to return home may be referred to the police in order to ensure their safety.

1st OFFENSE

Staff or Security give warning

2nd OFFENSE

Notify Security; 1-day suspension

3rd OFFENSE

Notify Security; 3-day suspension

10. Roller skates, scooters, skateboards, bicycles, or other similar devices must not be used on Library property.

1st OFFENSE

Staff or Security give warning

2nd OFFENSE

Notify Security; 1-day suspension

3rd OFFENSE

Notify Security; 3-day suspension

11. Sleeping or lying on the floor or furniture is prohibited.

1st OFFENSE

Give warning; notify Security if needed

2nd OFFENSE

Notify Security; 1-day suspension

3rd OFFENSE

Notify Security; 3-day suspension

12. Library entrance areas shall be used exclusively for entering and exiting the Library and as temporary waiting areas for Library users.

1st OFFENSE

Staff or Security give warning

2nd OFFENSE

Notify Security; 1-day suspension

3rd OFFENSE

Notify Security; 3-day suspension

13. Possession/illegal use of or intent to sell drugs is prohibited.

1st OFFENSE

Notify Security; Security calls SFPD;
30-day suspension

2nd OFFENSE

Notify Security; Security calls SFPD;
6-month suspension

3rd OFFENSE

Notify Security; Security calls SFPD;
12-month suspension

14. Indecent exposure, including but not limited to having sex and/or exhibiting lewd and offensive nakedness is prohibited.

1st OFFENSE

Notify Security; Security calls SFPD;
30-day suspension

2nd OFFENSE

Notify Security; Security calls SFPD;
6-month suspension

3rd OFFENSE

Notify Security; Security calls SFPD;
12-month suspension

TO ENSURE ACCESS TO LIBRARY SERVICES FOR ALL USERS, THE FOLLOWING ARE PROHIBITED ON LIBRARY PROPERTY:

15. Eating or drinking, except in designated areas. Water bottles, covered beverage containers, and foodstuff must be kept out of sight.

1st OFFENSE

Give warning; notify Security if needed

2nd OFFENSE

Notify Security; 1-day suspension

3rd OFFENSE

Notify Security; 3-day suspension

16. Vandalizing or abusing Library materials, equipment, or facilities.

16a. Theft of or vandalism to Library materials (books, magazines, newspapers, etc.):

1st OFFENSE

Notify Security; Security call SFPD if it warrants an arrest (witnessed) or report; warning if no damage; 30-day suspension if damaged (reimburse cost of damage-Civil)

2nd OFFENSE

Notify Security; Security call SFPD if it warrants an arrest (witnessed) or report; 90-day suspension (reimburse cost of damage-Civil)

3rd OFFENSE

Notify Security; Security call SFPD if it warrants an arrest (witnessed) or report; 6-month suspension (reimburse cost of damage-Civil)

16b. Theft of reference material (books, magazines, folders, etc. marked for IN-LIBRARY USE only):

1st OFFENSE

Notify Security; Security call SFPD if it warrants an arrest (witnessed) or report; warning if no damage; 90-day suspension if damaged (reimburse cost of damage-Civil)

2nd OFFENSE

Notify Security; Security call SFPD if it warrants an arrest (witnessed) or report; 6-month suspension (reimburse cost of damage-Civil)

3rd OFFENSE

Notify Security; Security call SFPD if it warrants an arrest (witnessed) or report; 12-month suspension (reimburse cost of damage-Civil)

16c. Theft of or vandalism to SFPL property:

1st OFFENSE

Notify Security; Security call SFPD if it warrants an arrest (witnessed) or report; 90-day suspension (reimburse cost of damage-Civil)

2nd OFFENSE

Notify Security; Security call SFPD if it warrants an arrest (witnessed) or report; 6-month suspension (reimburse cost of damage-Civil)

3rd OFFENSE

Notify Security; Security call SFPD if it warrants an arrest (witnessed) or report; 12-month suspension (reimburse cost of damage-Civil)

16d. Theft of or vandalism to private property of other patrons:

1st OFFENSE

Notify Security; Security call SFPD if it warrants an arrest (witnessed) or report; 90-day suspension

2nd OFFENSE

Notify Security; Security call SFPD if it warrants an arrest (witnessed) or report; 6-month suspension

3rd OFFENSE

Notify Security; Security call SFPD if it warrants an arrest (witnessed) or report; 12-month suspension

16e. Willful spitting (or depositing other inappropriate bodily fluids) on SFPL properties/materials:

1st OFFENSE

Notify Security; 90-day suspension (reimburse cost of damage-Civil)

2nd OFFENSE

Notify Security; 6-month suspension (reimburse cost of damage-Civil)

3rd OFFENSE

Notify Security; 12-month suspension (reimburse cost of damage-Civil)

17. Soliciting money, donations or signatures.

1st OFFENSE

Staff or Security give warning

2nd OFFENSE

Notify Security; 1-day suspension

3rd OFFENSE

Notify Security; 3-day suspension

18. Selling merchandise without prior permission from the City Librarian.

1st OFFENSE

Staff or Security give warning

2nd OFFENSE

Notify Security; 1-day suspension

3rd OFFENSE

Notify Security; 3-day suspension

19. Media or commercial photography or filming, without prior permission from the City Librarian.

1st OFFENSE

Staff or Security give warning

2nd OFFENSE

Notify Security; 1-day suspension

3rd OFFENSE

Notify Security; 3-day suspension

20. Unreasonable use of rest rooms, including laundering and bathing [smoking, soliciting, clogging drains and brushing teeth].

1st OFFENSE

Notify Security; 3-day suspension

2nd OFFENSE

Notify Security; 7-day suspension

3rd OFFENSE

Notify Security; 30-day suspension

21. Blocking Library entrance areas or interfering with the free flow of pedestrian traffic in such areas.

1st OFFENSE

Staff or Security give warning

2nd OFFENSE

Notify Security; 1-day suspension

3rd OFFENSE

Notify Security; 3-day suspension

22. Preventing others from claiming computer reservations or turns at Express computers either verbally or physically (i.e. sitting at the computer not logged in).

1st OFFENSE

Staff or Security give warning

2nd OFFENSE

Notify Security; suspension for the rest of the day

3rd OFFENSE

Notify Security; 3-day suspension

23. Manipulation of/bypassing SFPL computer systems or databases to override established limits.

1st OFFENSE

Staff or Security give warning

2nd OFFENSE

Notify Security; 1-day suspension from computers (depending on Millennium options)

3rd OFFENSE

Notify Security; 3-day suspension from computers (depending on Millennium options)

24. Refusing to leave a computer after being suspended from computers or continuing to create a disturbance while using Library equipment.

1st OFFENSE

Person in charge (permanent or acting branch/floor manager) ask IT to disable computer; patron's library access is suspended for rest of the day

2nd OFFENSE

Person in charge (permanent or acting branch/floor manager) ask IT to disable computer; notify Security; 3-day suspension

3rd OFFENSE

Person in charge (permanent or acting manager) ask IT to disable computer; notify Security; 7-day suspension

25. Fraudulent use of another's Library card and/or number for any purpose, including to reserve or use computers.

1st OFFENSE

Staff or Security give warning

2nd OFFENSE

Notify Security; suspension for the rest of the day

3rd OFFENSE

Notify Security; 3-day suspension

26. Refusing to leave building and/or library computer during emergency evacuation.

1st OFFENSE

Notify Security; give warning; suspension for the rest of the day

2nd OFFENSE

Notify Security; 1-day suspension

3rd OFFENSE

Notify Security; 3-day suspension

27. Refusing to leave the building after being suspended.

1st OFFENSE

Additional 7-day suspension

2nd OFFENSE

Additional 30-day suspension

3rd OFFENSE

Additional 6-month suspension

28. Entering or attempting to enter a Library building while suspended (i.e. trespassing).

1st OFFENSE

Notify Security; Security calls SFPD

2nd OFFENSE

Notify Security; Security calls SFPD

3rd OFFENSE

Notify Security; Security calls SFPD

ANY ACTIVITY THAT UNREASONABLY INTERFERES WITH LIBRARY USER OR STAFF COMFORT, SAFETY, USE OR QUIET AND PEACEFUL ENJOYMENT OF THE LIBRARY, INCLUDING BUT NOT LIMITED TO:

29. Harassing or threatening Library users or staff.

29a. Verbally abusing staff and/or patron(s), including name-calling or other language that is degrading and disruptive:

1st OFFENSE

Notify Security; 7-day suspension; Security give copy of CCSF policy

2nd OFFENSE

Notify Security; 30-day suspension; Security give copy of CCSF policy

3rd OFFENSE

Notify Security; 12-month suspension; Security give copy of CCSF policy

29b. Harassing or threatening staff or another patron, including verbal or non-verbal threat of physical harm:

1st OFFENSE

Notify Security; 30-day suspension; Security give copy of CCSF policy

2nd OFFENSE

Notify Security; 6-month suspension; Security give copy of CCSF policy

3rd OFFENSE

Notify Security; 12-month suspension

29c. Physically abusing staff and/or patron(s):

1st OFFENSE

Notify Security; Security call SFPD;
12-month suspension

2nd OFFENSE

Notify Security; Security call SFPD;
24-months

3rd OFFENSE

Notify Security; Security call SFPD;
36-months

30. Staring at, following, or photographing Library users or staff.

1st OFFENSE

Notify Security; 7-day suspension; Security
give copy of CCSF policy

2nd OFFENSE

Notify Security; 30-day suspension; Security
give copy of CCSF policy

3rd OFFENSE

Notify Security; 12-month suspension;
Security give copy of CCSF policy

31. Strong, pervasive odors, including odors caused by perfume or cologne.

1st OFFENSE

Staff or Security give warning; provide
information on available resources

2nd OFFENSE

Notify Security; 1-day suspension

3rd OFFENSE

Notify Security; 3-day suspension

32. Making any loud or unreasonable noise or other disturbance, including disruptive use of personal communications or entertainment devices.

1st OFFENSE

Give warning; notify Security if needed

2nd OFFENSE

Notify Security; 1-day suspension

3rd OFFENSE

Notify Security; 3-day suspension

Please note:

If you need help in dealing with a difficult patron, you should consult a supervisor. Any threats or threatening behavior must be reported immediately, and if you believe there is an imminent threat of violence, call Security at x4357(HELP) or the San Francisco Police Department (9-911).

State law permits Library staff to search purses, bags, parcels, briefcases and other packages. In order to prevent the theft of books and Library materials, state law authorizes the detention for a reasonable period of any person using these facilities suspected of committing "Library theft." (California Penal Code Section 490.5)

The City & County of San Francisco's **Harassment Free Workplace Policy** (http://www.sfgov.org/site/dhr_page.asp?id=559) states that "*Harassment consists of unwelcome visual, verbal, or physical conduct engaged in on account of a person's actual or perceived membership in a protected category. Harassment of employees, applicants, or persons providing services to the City by contract, whether by employees or non-employees, is prohibited.*"