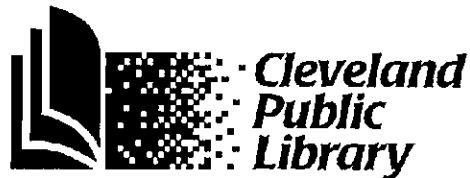


CLEVELAND PUBLIC LIBRARY

**Community Services Committee
April 16, 2009**

POLICY ON PATRON GUIDELINES

- WHEREAS, On September 19, 2002, the Board of Library Trustees approved a policy on Patron Guidelines to communicate a clear set of guidelines for the conduct of library patrons; and
- WHEREAS, The Policy on Patron Guidelines was revised June 17, 2004, to conform with the Board's resolution on Concealed Carry Weapons; and
- WHEREAS, Further revisions to the Policy on Patron Guidelines have been recommended by the Library's legal counsel at the Cuyahoga County Prosecutor's Office to include a section on enforcement and provisions that provide due process to patrons whose library privileges have been suspended; and
- WHEREAS, The Library's administration has developed corresponding procedures for providing due process to patrons whose library privileges have been suspended; now therefore be it
- RESOLVED, That the Cleveland Public Library Board of Trustees adopt the attached revised Policy on Patron Guidelines.



Policy on Patron Guidelines

Cleveland Public Library encourages the use of its facilities for reading, study, research, and the legitimate use of the Library's resources and services. The Library pledges to provide an atmosphere conducive to delivering library services to its patrons. To further this goal, library patrons are asked to conduct themselves in a lawful, orderly and considerate manner.

Conduct Governed by Cleveland Public Library Policy

Any behavior that disrupts the orderly use of the Library is prohibited. This includes, without limitation, behavior that constitutes a nuisance, or presents a safety and/or security hazard or affects the ability of the library staff to provide service to its patrons. The following actions are examples of conduct not allowed on library property:

- Engaging in horseplay
- Creating excessive or disruptive noise
- Using profane or offensive language
- Violating the Library's *Policy on Internet and Computer Use*
- Leaving a child, age six or under, unsupervised or unattended, anywhere in or on library premises
- Soliciting, including, but not limited to, soliciting for money, donations, or signatures
- Entering library facilities with bare feet or without a shirt, or being otherwise attired so as to create a threat to health or safety or disrupt other patrons' use of the library facilities
- Posting or distributing material without permission
- Trespassing in non-public areas
- Monopolizing equipment, materials, or furnishings
- Furnishing false information to obtain more than one library card
- Parking vehicles on library premises for purposes other than library use
- Using personal communication devices (cell phones, pagers, etc.) or entertainment devices at a volume that disturbs other patrons or library staff
- Sleeping in or on library premises
- Using restrooms for bathing or laundry
- Littering
- Eating and drinking, except in designated areas
- Bringing large bundles into library facilities
- Using skateboards or skates on library premises
- Bringing bicycles, scooters or carts into library facilities without permission
- Moving furniture or equipment without library authorization
- Blocking aisles, exits, or entrances
- Leaving packages or any other personal items unattended
- Bringing animals into library facilities, with the exception of guide dogs, assistance dogs, and animals brought in for special programs

Infractions of Library Policies

- ❖ 1st instance of infraction: Patron will receive a verbal warning by library staff or security personnel, and will be given a copy of this policy; the warning will include verbal notification of suspension for the day if behavior continues.
- ❖ 2nd instance of infraction: Patron's library privileges will be suspended for the remainder of the day.
- ❖ Repeated offenses by a minor will result in notification of the parent/guardian and will require a meeting with library staff prior to the reinstatement of library privileges.
- ❖ Repeated offenses by an adult may result in a seven-day suspension.

Subject to Search

Bundles, packages, backpacks, briefcases, purses, and other containers may be subject to search upon entering or leaving library buildings in order to protect and preserve the safety and security of property and people using the Library.

(continued)

Conduct Governed by Federal, State, and Local Law

Patrons must comply with federal, state and local laws, including, without limitation, the following:

- Concealed weapon
- Threat of physical harm/menacing by stalking
- Fighting
- Selling, using or possessing alcohol or illegal drugs
- Defacing or intentionally damaging library property
- Theft and/or attempted theft of library property or the property of patrons and staff
- Threat of physical harm/menacing by stalking
- Abusive language
- Sexual conduct
- Gambling
- Being under the influence of alcohol/illegal drugs
- Smoking

Infractions of the Law

Infractions of the law may result in immediate suspension of library privileges for the remainder of the day and/or possible prosecution or other legal action, as appropriate. Upon review of the security report, the suspension period may exceed seven days, as recommended by library security.

Special Guidelines for Children and the Persons Responsible for Them

Children are encouraged to use the Library's resources and services, to enjoy the Library as a place of study and inquiry, and to participate in the Library's programs. The Library encourages parents, guardians, and caregivers to use the Library with their children. Children six and under must be accompanied at all times by a responsible party. Any child not able to travel alone must be picked up prior to closing. Disruptive juveniles may be asked to disperse or leave the Library at the librarian's discretion. Parents are responsible for the behavior of their children, and guardians and caregivers are responsible for the behavior of the children in their care. The Library is not responsible for the safety or security of children left unattended, or the safety or security of children utilizing the Internet or electronic mail in the Library. (See *Policy on Internet and Computer Use*.)

Enforcement of Patron Guidelines

Patrons who violate any of these guidelines will be promptly notified of the infraction and will be given notice of this policy. A violation may result in a patron's expulsion from the Library, suspension of library privileges, or criminal prosecution, or other legal action, as appropriate.

The Board of Trustees of the Cleveland Public Library delegates to the Director and other administrators of Cleveland Public Library the authority to enforce the *Policy on Patron Guidelines*, including the authority to suspend the library privileges of patrons who violate the Guidelines.

Patrons have the right to request an administrative review of a suspension order that exceeds one day.

Patrons have the right to request administrative review of their case if they believe they are being unfairly targeted by a library manager or security officer.

Patrons have the right to request Board review of a suspension order that exceeds seven days.

Patrons have right to request Board review of their case if they believe they are being unfairly targeted with multiple one-day suspensions, or consecutive suspensions because of managerial abuse of discretion, unevenly applied enforcement, or unreasonable managerial response.

Instructions for requesting review of a suspension order and/or a claim of unfair treatment are available at every library facility and on the Library's website: www.cpl.org.

CLEVELAND PUBLIC LIBRARY

TO: Administrators

FROM: Timothy Diamond
Planning & Research Administrator

SUBJECT: **Procedure Review**
B10 Patron Guidelines Case Review

DATE: April 2, 2009

Patrons have the right to request an administrative review of a suspension order that exceeds one day.

Requests may be made by telephone or in person. Telephone requests should be directed as follows:

- Suspension from the Main Library, including Public Administration Library at City Hall: 216-623-2878
- Suspension from a Branch Library, Mobile Unit, or Library for the Blind & Physically Handicapped: 216-623-2822

A request made in person must be made during normal business hours at the Main Library Security Desk in the Louis Stokes Wing at the corner of Superior Avenue and East 6th Street, Cleveland, OH 44114. Normal business hours are Monday-Friday, 9:00AM-5:00PM. Security Staff will notify the appropriate administrator.

The administrator will hear the request and obtain contact information from the patron. The administrator will use Form ###, *Patron Guidelines Case Review* to record information during the interview. The administrator will review the case with the staff involved and respond to the patron within three working days. Form ### is sent to Security Operations office for retention per the Library's Record Retention Schedule.

Patrons have the right to request an administrative review of their case if they believe they are being unfairly targeted by a particular library manager or security officer.

Requests must be made in writing and directed as follows:

- For Main Library, including Public Administration Library at City Hall: Cleveland Public Library, Main Library Administrator, 325 Superior Ave, Cleveland, OH 44114.
- For Branch Libraries, Mobile Unit, or Library for the Blind & Physically Handicapped: Cleveland Public Library, Branches & Outreach Services Administrator, 325 Superior Ave, Cleveland, OH 44114.

The request for review must include an address at which the administrator may correspond with the individual making the request. The administrator will use Form ###, *Patron Guidelines Case Review* to record information. The administrator will review the case with the staff involved and respond to the patron in writing within 30 days of the receipt of the request. Form ### is sent to Security Operations office for retention per the Library's Record Retention Schedule.

Patrons have the right to request Board review of a suspension order that exceeds seven days.

Requests must be made in writing and received at the following address within 30 days of the suspension order date:

Cleveland Public Library Board of Trustees
Community Services Committee
325 Superior Avenue
Cleveland, OH 44114

The request for review must include an address at which Board trustees may correspond with the individual making the appeal. The Community Services Committee will review timely filed requests for review and make a recommendation to the Director who will respond in writing within 30 days of the receipt of the appeal.

Patrons have the right to request Board review of their case if they believe they are being unfairly targeted with multiple one-day suspensions, or consecutive suspensions because of managerial abuse of discretion, unevenly applied enforcement, or unreasonable managerial response.

Requests must be made in writing and received at the following address within 30 days of the suspension order date:

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