



PUEBLO CITY-COUNTY Library District

www.pueblolibrary.org

CUSTOMER CONDUCT

03.06.03 Library Rules of Conduct

PCCLD seeks to provide a safe, comfortable environment in its libraries in order to promote a worthwhile and satisfying library experience. Library customers are expected to follow all library policies, including this Library Rules of Conduct policy. Failure to do so may result in expulsion from the library and/or the loss of library privileges.

PCCLD expects library customers to abide by all federal, state and local laws while at the library. The Executive Director or his/her designee is authorized to call local law enforcement officials and report suspected violations of the law.

PCCLD expects library customers to observe normal rules of common courtesy. Library customers who are not courteous to others will be asked to stop their discourteous behavior or leave the library.

Prohibited activities at PCCLD libraries include but are not limited to:

- Engaging in any behavior that jeopardizes the health, safety, or well-being of customers or staff
- PCCLD follows Colorado law that regulates firearms in specified sensitive places to include government buildings and places in which members of the public congregate.
- Abandoning or leaving young children unattended
- Vandalizing library facilities, equipment, or materials
- Littering on library property
- Using obscene or vulgar language
- Smoking, chewing or other tobacco use within the building or within 20 feet of an entrance
- Removing library materials from the building without checking them out
- Engaging in voyeurism, peeping, stalking or acts of public indecency
- Harassing customers or staff
- Failing to wear shirt or shoes
- Bringing in animals other than service animals except as part of a library-sponsored program
- Distributing leaflets or posting notices not authorized by the library administration
- Panhandling, loitering, selling, or soliciting
- Using the library as a place to sleep
- Eating except in designated area or drinking from uncovered containers

- Bathing, shaving or washing clothes
- Bringing in bulky items that take up excessive space
- Playing or wading in a library water feature
- Making loud or disturbing noises Skateboarding, skating, or using any similar recreational device inside or outside the library
- Dispensing chemicals or noxious substances including, but not limited to, mace, pepper spray, stink bombs and tear gas

This policy will be posted in all PCCLD libraries.

See Also: [03.06.01](#) *Acceptable Library Use and Safety*
 [03.06.01.G1](#) *Guidelines Governing Use of the Library*
 [03.06.02](#) *Child Conduct and Safety*



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03.06.03.G1 Customer Suspension Guidelines

When a customer refuses to comply with PCCLD's ~~Library Rules~~ ~~Customer Code~~ of Conduct policies or with any other library policy:

- A Library ~~Manager~~ ~~Supervisor~~, or designated ~~Person-In-Charge (PIC)~~ ~~Person-in-charge~~ or ~~security officer~~ will exercise ~~their~~ ~~his/her~~ judgment and discretion to suspend a customer's library privileges on a first offense for the remainder of the day.
- PCCLD's ~~Manager of Security Services~~ ~~Executive Director~~ or ~~their~~ ~~his/her~~ designee may further exercise ~~their~~ ~~his/her~~ judgment and discretion to suspend a customer's library privileges for a period of one month or more, depending on the seriousness and frequency of the infraction(s) as described in PCCLD's *03.06.03.S1 Offense and Consequence Levels*. A temporary suspension (5 days) will be issued while staff conduct any necessary investigations to make a determination regarding a lengthier suspension.
- Customers have the right to appeal their suspension of library privileges by contacting PCCLD's ~~Associate Director of Public Services~~ ~~Executive Director~~ at the Rawlings Public Library.

Customers whose library privileges have been revoked will be notified verbally by staff or security, and in the case of minors, the parent or guardian may also be notified. Staff will notify ~~the security officer, the Associate Director or~~ ~~and the library manager~~ building supervisor of any attempt to use the library by a customer who is known to have had ~~their~~ ~~his/her~~ privileges suspended. The police will also be notified of any such ~~suspension violations~~ ~~episodes as the presence of such persons~~ and this shall be considered a trespassing offense.

Any suspension of library privileges should be documented using the ~~03.06.01.F1 Incident Report Form~~ and/or the ~~03.06.03.F1 Suspension of Library Privileges Form~~ that are available on the staff intranet.:

Customers whose library privileges have been suspended may be required to meet with ~~the Manager of Security Services or their designee~~, the Associate Director of Public Services or the library ~~building branch managers~~ ~~supervisor~~ to request permission to formally lift the suspension of library privileges.

See Also:

03.06.01	Acceptable Library Use and Safety
03.06.03	Library Rules Customer Code of Conduct
03.06.01.G1	Guidelines Governing Use of the Library
03.08.01.R2	Legal Citations



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~~03.06.03.G2~~ ~~03.06.03.S1~~ Offense and Consequences Levels

Below is a partial list of offenses with resulting consequences:

LEVEL 1 – Least serious

- Abandoning or leaving young children unattended
- Smoking, chewing or other tobacco use within the building or within 20 feet of an entrance
- Skateboarding, skating, or using any similar recreational device inside or outside the library
- Littering on library property
- Bringing in animals other than service animals (except as part of library-sponsored program)
- Distributing leaflets or posting notices not authorized by PCCLD
- Eating except in designated areas or drinking from uncovered containers
- Failing to wear shirt or shoes
- Making loud or disturbing noises
- Using the library as a place to sleep
- Panhandling, loitering, selling, or soliciting
- Bathing, shaving, or washing clothes
- Bringing in bulky items that take up excessive space
- Playing or wading in library water feature

First Offense

Customer will be informed that their behavior is not appropriate in the library. If the customer's inappropriate behavior persists, the customer will be asked to leave and/or be evicted from the library and will be prohibited from returning for the remainder of the day.

Repeated Offenses

PCCLD privileges will be suspended for 1-6 months.

LEVEL 2 - More Serious

- Bringing in concealed weapons not legally licensed and permitted
- Carrying alcoholic beverages in the library (except at authorized events) or intoxication
- Engaging in any behavior that jeopardizes the health, safety, or well-being of customers or staff
- Removing library materials from the building without checking them out
- Harassing or threatening customers or staff
- Making a false report to police, fire department or other officials
- Using a stolen library card

First Offense

PCCLD privileges will be suspended for 1-6 months

Repeated Offenses

PCCLD privileges will be suspended for one year or longer

LEVEL 3 - Most Serious

- Threatening with a weapon
- Possession or distribution of controlled substances
- Vandalizing library facilities, equipment or materials
- Assault/battery upon any person
- Engaging in voyeurism, peeping, stalking or acts of public indecency
- Trespassing, including being in the library at unauthorized times
- Participation in gambling activities on library property

First Offense

PCCLD privileges will be suspended for 6-12 months

Repeated Offenses

PCCLD privileges may be suspended permanently

Level 1 – Least serious	Level 2 – More serious	Level 3 – Most serious
Abandoning or leaving young children unattended	Bringing in concealed weapons not legally licensed and permitted	Threatening with a weapon
Smoking, chewing or other tobacco use within the building or within 20 feet of an entrance	Carrying alcoholic beverages in the library (except at authorized events) or intoxication	Possession or distribution of controlled substances
Skateboarding, skating, or using any similar recreational device inside or outside the library	Engaging in any behavior that jeopardizes the health, safety, or well-being of customers or staff	Vandalizing library facilities, equipment or materials
Littering on library property	Removing library materials from the building without checking them out	Assault/battery upon any person
Bringing in animals other than service animals (except as part of library-sponsored program)	Harassing or threatening customers or staff	Engaging in voyeurism, peeping, stalking or acts of public indecency
Distributing leaflets or posting notices not authorized by PGCLD	Making a false report to police, fire department or other officials	Trespassing, including being in the library at unauthorized times
Eating except in designated areas or drinking from uncovered containers	Using a stolen library card	Participation in gambling activities on library property
Failing to wear shirt or shoes		
Making loud or disturbing noises		
Using the library as a place to sleep		
Panhandling, loitering, selling, or soliciting		
Bathing, shaving, or washing clothes		
Bringing in bulky items that take up excessive space		
Playing or wading in library water feature		
FIRST OFFENSE		
Customer will be informed that their behavior is not appropriate in the library. If the customer's inappropriate behavior persists, the customer will be asked to leave and/or be evicted from the library and will be prohibited from returning for the remainder of the day.	PGCLD privileges will be suspended for 1-6 months	PGCLD privileges will be suspended for 6-12 months
REPEATED OFFENSES		
PGCLD privileges will be suspended for 1-6 months	PGCLD privileges will be suspended for one year or longer	PGCLD privileges can be suspended permanently