



Policy No.: GVL-002
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Revised Date:

GOLETA VALLEY LIBRARY PATRON SUSPENSION POLICY

PURPOSE

In order to provide and maintain a comfortable and safe environment for all patrons and city staff, the City of Goleta has adopted Rules of Conduct for library patrons. A violation or repeated violations of any of the rules of conduct may warrant a suspension of library privileges. Suspension of library privileges will result in removal from, and denial of access to, the Goleta Valley Library facilities for a designated period of time.

During operating hours, the Library Director or his/her designee shall be responsible for the enforcement of these rules and regulations. Any violation thereof shall be immediately reported to the Library Director or designee who shall make inquiry of the facts and circumstances surrounding the complaint and who will follow the procedures below.

The Library shall indemnify and save harmless the Library Director, his/her designee, or any Library Personnel for any action, claim, or proceeding against any person arising out of the enforcement of these Rules and regulations by such Library personnel.

SUSPENSION PROCEDURES

Authorized City staff members shall apply the following procedures:

Immediate suspension will occur for the following behaviors and will not be tolerated: illegal activities, including damaging or destroying city property; physical abuse or assault; fighting or challenging to fight; making violent & threatening statements; and stalking or intimidating another person.

Any patron displaying any dangerous, destructive, or illegal behaviors will be instructed to leave the library immediately. Police will be called and appropriate legal action will follow. In addition to being instructed to leave the library immediately, a patron exhibiting such behaviors will have their library privileges suspended for up to one year, based on the severity of the situation.

All other prohibited behaviors will be addressed in the following manner:

FIRST VIOLATION:	Initial warning and given copy of Library Rules of Conduct.
SECOND VIOLATION:	Library privileges suspended for the day.
THIRD VIOLATION:	Library privileges suspended for seven (7) days.
FOURTH VIOLATION:	Library privileges suspended for up to one year.

PATRON SUSPENSION POLICY

I. INITIAL WARNINGS

When a patron has violated the Goleta Valley Library Rules of Conduct by displaying behavior that is more disruptive than violent or physically threatening, authorized library staff will handle these situations in the following manner:

Provide the patron with a copy of the Library Rules of Conduct. Explain to the patron that they are engaging in disruptive behavior, what that behavior is and the importance of abiding by the Rules of Conduct. The patron will be advised that further violations of the rules will not be tolerated and may result in their being asked to leave for the day.

II. SUSPENSION - 1-DAY

1. If the patron continues disruptive behavior either the same day or another day, authorized library staff will reaffirm all previous conversations with the patron regarding the behavior and instruct the patron to leave the facility for the day. Library patrons who feel the treatment is unfair will be offered the name and telephone number of the next ranking library staff member so that they may communicate their concerns.
2. The authorized staff member will fill out a Library Incident Report to document the incident and conversation with the patron. The Incident Report will be submitted to Library Administration.

III. SUSPENSION - 7-DAY

A seven (7) day suspension will be issued if a patron continues to display disruptive behavior only after receiving a one (1) day suspension. If disruptive behavior continues a patron may be suspended for additional days with a maximum of one year. Any suspension longer than seven (7) days will be issued in a minimum of one month increments.

1. If a patron has been issued a one (1) day suspension for disruptive behavior and if disruptive behavior continues either during the suspension period or afterwards, a patron will then be suspended for seven (7) days.
2. When a decision is made to suspend a patron for seven (7) days or more, authorized staff must complete the "Notice of Suspension" document.
3. A copy of the Notice of Suspension must be provided to the patron.
4. In the case of a minor (under the age of 18), the Library will also attempt to notify the parent or guardian and also provide them with a copy of the completed document.
5. The authorized staff member will fill out a Library Incident Report to document the incident and conversation with the patron. The Incident Report will be submitted to the Library Director.
6. A patron will receive only a single seven (7) day suspension for disruptive behavior. Any further suspensions for disruptive behavior will be for 1 or more months.
7. Patrons will not be offered a formal hearing process for seven (7) day (one week) suspensions. However, the patron will be given the name and phone number of the appropriate Library Director or designee, so that he or she may

communicate his or her concerns by telephone or by submitting an appeal in writing within one working day of receiving notice of the suspension.

8. The appeal will be reviewed by the Library Director or designee within one working day of submittal. If by a preponderance of the evidence it is determined that the suspension is unwarranted, the suspension will be withdrawn. The patron may call the Library Director at (805) 562-5502 one working day after submitting a written appeal to determine the status of the suspension.

IV. SUSPENSION - 1-6 MONTHS

1. If a patron has been issued a seven (7) day suspension for displaying disruptive behavior and disruptive behavior continues either during the suspension period or afterwards, a decision will be made to suspend the patron for one to six months.
2. If a decision is made to suspend a patron for one to six months, the Library Director or designee will complete a "Notice of Suspension" document.
3. A copy of the Notice of Suspension must be provided to the patron.
4. In the case of a minor (under the age of 18), the Library will also attempt to notify the parent or guardian and also provide them with a copy of the notice of suspension document.
5. The authorized staff member will fill out a Library Incident Report to document the incident and conversation with the patron. The Incident Report will be submitted to the Library Director.
6. Any patron suspended for one to six (6) months has the right to a hearing with the Suspension Hearing Panel. The Suspension Hearing Panel will be comprised of the Library Director and/or the Supervising Librarian and the Deputy City Manager, or his/her designee.
7. To receive a hearing before the Suspension Hearing Panel, the patron must request a hearing, in writing, within three (3) working days of receiving notice of the suspension. The hearing shall be scheduled within ten (10) working days of receipt of the hearing request. Appropriate library staff or patrons that were witnesses to the event may also be asked to appear.
8. All hearings are held at the Goleta Valley Library. A parent or guardian must accompany a minor (under the age of 18) to the hearing.
9. The decision of the Suspension Hearing Panel on appeal is final.

V. SUSPENSION – 7 MONTHS OR LONGER:

1. If a decision is made to suspend a patron for longer than six (6) months, the Library Director or designee will complete a "Notice of Suspension" document.
2. The authorized staff member will fill out a Library Incident Report to document the incident and conversation with the patron. The Incident Report will be submitted to the Library Director.
3. A copy of the Notice of Suspension must be provided to the patron.
4. In the case of a minor (under the age of 18) the Library will attempt to provide the parent or guardian with a copy of Notice of Suspension.

5. Any patron suspended for more than six (6) months has the right to a hearing with the Suspension Hearing Panel. The Suspension Hearing Panel will be comprised of the Library Director and/or a Library Services Manager(s), and Deputy City Manager, or his/her designee.
6. To receive a hearing before the Suspension Hearing Panel, the patron must request a hearing, in writing, within ten (10) working days of receiving notice of the suspension.
7. All hearings are held at the Goleta City Hall. The hearing shall be scheduled within ten (10) working days of receipt of the hearing request. Appropriate library staff or patrons that were witnesses to the event may also be asked to appear.
8. The decision of the Suspension Hearing Panel will be final.

INCIDENT REPORT

GOLETA VALLEY LIBRARY

LIBRARY BRANCH: _____ TIME: _____ DATE: _____

Reported by: _____ Location of Incident: _____

Library Unit: Patron Services Reference Youth Services Tech Services

Description of Patron: Male Female Name (if known): _____

Ethnicity: _____ Age: _____ Height: _____ Hair color: _____

Clothing/Distinctive features: _____

Father:

Ethnicity: _____ Age: _____ Height: _____ Hair color _____

Clothing/Distinctive features: _____

Incident:

Action Taken:

Reported to: _____

Outside agency contacted: 911 other: _____

Police Officer's Name: _____

Case Number (if applicable): _____

Risk Management Incident Report filled out? (Any incident involving potential injury of a patron)

Distribution List:

*Please e-mail a copy of the incident report to each of the staff above **AND** make a copy for the Incident Report Log located at the Reference Desk. Save on H Drive in Everyone\Library Monitors\Incidents...*

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