

2. ELIGIBILITY REQUIREMENTS

d. LIBRARY RULES OF CONDUCT - SUSPENSION PROCEDURES

I. Overview.

Violating any of the Library Rules of Conduct (Section A(2)(a)) may warrant a suspension of library privileges for a period of 1 day to 1 year. Suspension of library privileges will result in removal from and denial of access to Corona Public Library services and facilities for the designated period of time.

In order to be fair and equitable in the application of the Library Rules of Conduct and to document enforcement of these rules, the authorized library staff shall apply the procedures detailed below.

Policy Section	Violation	Authorized Staff	Suspension Period	Appeal
III(A)	First Violation	Regular or Temporary Employees	Initial Warning	None
III(B)	Second Violation	Regular or Temporary Employees	1 Working Day	None
III(C)	Third Violation	Regular or Temporary Employees	Up to 30 Calendar Days	Informal
III(D)	Fourth Violation	Library Director or Assistant Library Director	31 Calendar Days to 1 Year	Formal
III(E)	Serious Incident	Library Director or Assistant Library Director	Immediate - Up to 30 Calendar Days Possible - Up to 1 Year Possible - Legal Action	Informal & Formal

II. Definitions.

For purposes of these Suspension Procedures, the following definitions shall apply:

- A. Authorized Library Staff. The term “Authorized Library Staff” shall mean those staff members listed under the applicable violation in the chart provided in Section I of this Policy.
- B. Library Rules of Conduct. The term “Library Rules of Conduct” shall mean those City of Corona Library Rules of Conduct found in Section A(2)(a) of the Library Operation Policies.
- C. Serious Incident. The term “Serious Incident” shall mean any of the following: physical abuse or assault; fighting or challenging to fight; making violent or threatening statements; committing a crime
- D. Working Day. The term “Working Day” shall mean Monday through Saturday.

III. Suspension Procedures.

A. First Violation – Initial Warning.

When a patron has violated the Library Rules of Conduct by displaying behavior that is prohibited, Authorized Library Staff will take the following actions:

- ✓ Provide the patron with a copy of the Library Rules of Conduct;
- ✓ Explain to the patron that they are engaging in prohibited behavior;
- ✓ Explain what that behavior is and the importance of abiding by the rules of conduct;
- ✓ Advise the patron that further violations of the rules will not be tolerated and may result in their being asked to leave for the day; and
- ✓ Document the incident in the incident log.
- ✓ Appeal: No appeal of an initial warning is provided. However, if the patron feels the treatment is unfair, they should be informed that they can notify library administration in writing.

B. Second Violation – 1 Day Suspension.

If a patron has been provided an initial warning under Section III(A) above and the patron continues the same prohibited behavior, either on the same day or within twelve (12) months of such warning, Authorized Library Staff will take the following actions:

- ✓ Reaffirm all previous conversations with the patron regarding the behavior;

- ✓ Instruct the patron that they are suspended from the library for the remainder of the day and for 1 additional Working Day;
- ✓ Document the incident in the incident log; and
- ✓ Send an email to alert in-charge staff and library administration.

- ✓ Appeal: No appeal of a suspension under this Section is provided. However, if the patron feels the treatment is unfair, they will be offered the opportunity to speak with the next ranking library or department staff member so that they may communicate their concerns. The nature and results of that conversation shall be documented in the incident log.

C. Third Violation – Up to 30 Day Suspension.

If a patron has been issued a suspension under Section III(B) above and if the same or different prohibited behavior occurs, either during the suspension period or within twelve (12) months of such suspension, Authorized Library Staff will take the following actions:

- ✓ Reaffirm the nature and consequences of the prior prohibited behavior(s);
- ✓ Instruct the patron that they are suspended from the library for the remainder of the day and for a specified number of additional days (from 2 to 30, as determined by the Authorized Library Staff in his or her discretion);
- ✓ Complete the appropriate "Notice of Library Suspension" document. A copy of the completed notice must be provided to the patron. In the case of a minor (under the age of 18), the Library will also attempt to notify a parent, guardian or caregiver of the minor patron and provide them with a copy of the notice;
- ✓ Document the incident in the incident log; and
- ✓ Send an email to alert in-charge staff and library administration.

- ✓ Appeal: Inform the patron that they may appeal the suspension pursuant to the Informal Appeal Process provided in Section IV(A) of this Policy.

A patron will receive only one 30-day or less suspension for prohibited behavior. Any further suspensions for prohibited behavior will be considered a fourth violation and handled under Section III(D) of this Policy.

D. Fourth Violation – Up to 1 Year Suspension.

If a patron has been issued a suspension under Section III(C) above and if the same or different prohibited behavior occurs, either during the suspension period or within twelve (12) months of such suspension, Authorized Library Staff will take the following actions:

- ✓ Reaffirm the nature and consequences of the prior prohibited behavior(s);
- ✓ Instruct the patron that they are suspended from the library for a specified number of days (from 31 days up to 1 year, as determined by the Authorized Library Staff in his or her discretion);

- ✓ Complete the appropriate "Notice of Library Suspension" document. A copy of the completed notice must be provided to the patron. In the case of a minor (under the age of 18), the Library will also attempt to notify a parent, guardian or caregiver of the minor patron and provide them with a copy of the notice;
- ✓ Document the incident in the incident log; and
- ✓ Send an email to alert in-charge staff and library administration.
- ✓ Appeal: Inform the patron that they may appeal the suspension pursuant to the Formal Appeal Process provided in Section IV(B) of this Policy.

E. Serious Incidents – Immediate Suspension with Further Action to Follow.

Serious Incidents will not be tolerated. If a patron has displayed behavior that is believed to be a Serious Incident, Authorized Library Staff will take the following actions:

- ✓ Instruct the patron that they are suspended from the library for the remainder of the day and for a specified number of additional days (from 2 to 30, as determined by the Authorized Library Staff in his or her discretion);
- ✓ Request assistance from the Police Department if appropriate;
- ✓ Complete the appropriate "Notice of Library Suspension" document. A copy of the completed notice must be provided to the patron. In the case of a minor (under the age of 18), the Library will also attempt to notify a parent, guardian or caregiver of the minor patron and provide them with a copy of the notice;
- ✓ Notify the patron that additional suspension days will be considered pursuant to Section III(D) above;
- ✓ Document the incident in the incident log; and
- ✓ Send an email to alert in-charge staff and library administration
- ✓ Appeal: Inform the patron that they may appeal the suspension pursuant to the Informal Appeal Process provided in Section IV(A) of this Policy.
- ✓ Follow-Up: Within seven (7) Working Days, Authorized Library Staff will take the following additional actions:
 - ✓ Determine if additional suspension days are appropriate pursuant to Section III(D) above;
 - ✓ Complete the appropriate "Notice of Library Suspension" document. A copy of the completed notice must be provided to the patron. In the case of a minor (under the age of 18), the Library will also attempt to notify a parent, guardian or caregiver of the minor patron and provide them with a copy of the notice;
 - ✓ Document the additional suspension in the incident log;
 - ✓ Send an email to alert in-charge staff and library administration; and

- ✓ Initiate an assessment by Library Administration, City Management and the City Attorney's Office as to whether legal action may be appropriate.
- ✓ Appeal: Inform the patron that they may appeal the additional suspension pursuant to the Formal Appeal Process provided in Section IV(B) of this Policy.

V. Appeal Procedures.

A. Informal Appeal Process.

Patrons may submit a written appeal by completing and submitting the appropriate Informal Appeal Hearing Request form at any time during the suspension period. The appeal may request the reversal of the entire suspension, a reduction in the length of the suspension, or both.

The appeal will be reviewed by the Library Director or Assistant Director within one Working Day of submittal. If the Library Director or Assistant Director determine, in their sole but reasonable discretion, that the stated suspension is unwarranted, the suspension may be reversed in its entirety or reduced. Otherwise, the appeal shall be denied. The result shall be documented in the incident log and an email shall be sent to in-charge staff and library administration.

The decision of the Library Director or Assistant Director is final. There are no appeals to the Suspension Hearing Panel, the Library Board of Trustees or the City Council.

B. Formal Appeal Process.

Patrons may submit a written appeal by completing and submitting the appropriate Formal Appeal Hearing Request form and any other within seven (7) Working Days following the date of their Notice of Library Suspension. The appeal may request the reversal of the entire suspension, a reduction in the length of the suspension, or both.

The appeal will be heard at the Library by the Suspension Hearing Panel within fourteen (14) Working Days of submittal. The Suspension Hearing Panel will be comprised of: (1) the Library Director and/or Assistant Director; (2) a member of the Library Board of Trustees; (3) at least one other Library staff member selected by the Library Director or Assistant Director; and (4) a library security guard, if one is available. Appropriate library staff members, patrons or others who were witnesses to the event or who may otherwise provide relevant information may also be asked to appear, as determined by the Library Director or Assistant Director.

If an appeal is submitted on behalf of a minor (under the age of 18), a parent, guardian or caregiver of the minor must be present at the hearing.

If the Suspension Hearing Panel determines, in its sole but reasonable discretion, that the stated suspension is unwarranted, the suspension may be reversed in its entirety or reduced. Otherwise, the appeal shall be denied. The result shall be documented in the incident log and an email shall be sent to in-charge staff and library administration.

The decision of the Suspension Hearing Panel is final. There are no appeals to the Library Board of Trustees or the City Council.

Date of Board Approval

President – Board of Trustees