



Date: February 26, 2018
To: Library Commission
From: Sean Reinhart, Library Director
Subject: Library Policy Updates: Customer Code of Conduct, Community Information Board Policy, and Meeting Room Fees

In preparation for the transition to the 21st Century Library facility in 2018, Library staff and the Library Commission have undertaken updates of several Library policies.

Attached to this report are the following updated policies for Library Commission review, feedback, and approval:

ATTACHMENTS

- I. Customer Code of Conduct
- II. Community Information Board Policy
- III. 21st Century Library Meeting Room Fees

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**CITY OF HAYWARD PUBLIC LIBRARY
Customer Code of Conduct**

The mission of Hayward Public Library is to provide equal opportunity in education and lifelong learning to every member of the Hayward community. The Library provides a wide array of resources, services, and community learning spaces to the general public. Library resources are intended to be equally available to all, for the enrichment and enjoyment of all. Therefore, Hayward Public Library has adopted the following Customer Code of Conduct.

Behavior or conduct which disrupts or prevents the normal and intended use of the public library by other community members and/or staff is prohibited. Library staff have been authorized to enforce this Code in all Hayward Public Library facilities and surrounding grounds. Examples of prohibited behaviors include, but are not limited to:

1. Theft of Library property, or property of Library staff, or property of Library visitors. *State law permits library staff to search purses, bags, parcels, briefcases, and other packages to prevent the theft of books and library materials, and authorizes the detention for a reasonable period of any person using these facilities who is suspected of committing library theft (California Penal Code section 490.5)*
2. Public intoxication or the possession or use of drugs, alcohol or tobacco, including smoking and vaping.
3. Engaging in or soliciting any type of sexual contact or behavior.
4. Engaging in physical altercations including fighting, harassing, abusing or assaulting other customers or staff.
5. Abuse or vandalism of public or private property including Library facilities, equipment, and materials; unacceptable or inappropriate use of furniture which may cause damage or excessive wear to Library property, or which could prevent others from accessing library services.
6. The use of loud, abusive, threatening, harassing or offensive language.
7. Viewing or displaying inappropriate, sexually explicit, or illegal material in the Library, including inappropriate use of library computers. Use of library computers and wifi is further subject to the Computer Use Policy.
8. Children may not be left unattended in the Library for any length of time. Library staff are not able to supervise or monitor children. Parents or guardians are responsible for the supervision and behavior of their children in the Library at all times.
9. Adults visiting the Children's Library must be accompanied by children or using children's materials. Restrooms in the Children's Library are reserved for children and accompanying adults only.
10. Adults and children under 13 are restricted from use of the Teen Center unless accompanied by a teen or using teen materials.
11. Animals are not permitted in the Library, except service animals recognized under Titles II and III of the Americans with Disabilities Act (ADA).
12. Presenting offensive and pervasive odor or odors which constitute a nuisance to other customers or staff.
13. Creating any unreasonable noise, including loud talking, singing, running, boisterous activity, and the playing of audio equipment of any type, which disturbs other patrons or staff. Please use headphones when listening to audio on electronic devices.
14. Wheeled devices with or without power are not allowed in the Library (for example, bicycles, skateboards, roller skates, scooters, grocery carts, wheeled luggage, etc.), except wheelchairs or walkers that are actively being used to assist persons with disabilities, and strollers that are actively being used to transport children or infants.
15. Library entrance areas, aisles and passageways may not be blocked in any way that could prohibit the free flow of pedestrian traffic. Personal items may not be left unattended in the library for any length of time. Library staff is not responsible for lost or stolen property.
16. Restrooms may not be used for bathing, laundering, loitering, sexual activity, drug use, nor any other unintended use. Illegal activity of any kind will be reported to law enforcement.
17. Eating, drinking or displaying open food or liquid containers, except in designated areas.
18. Failure to wear adequate clothing, including top, bottom and shoes.
19. Sleeping is prohibited.
20. The use of another customer's library card and/or account number for any purpose, including to access library computers.
21. Soliciting or begging for money, donations or signatures, or the distribution or posting of any printed material except through authorized library procedures subject to the Community Information Board policy.
22. Possession of weapons or hazardous materials of any kind in or around the Library.
23. Any activity that results in or could cause injury or harm to oneself or others.

Library users who engage in conduct or behavior that violates this Policy will be issued a warning and/or required to leave the premises. Repeated or serious violations of this Policy may result in the suspension of Library visiting privileges for an extended time period. Any and all illegal activity is immediately reported to law enforcement.

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**CITY OF HAYWARD PUBLIC LIBRARY
COMMUNITY INFORMATION BOARD POLICY**

Hayward Public Library designates spaces and processes for the display and/or distribution of community information on library property subject to the restrictions specified in this policy as follows:

The Library designates spaces for the display and/or distribution of community information from the following groups:

- Hayward Public Library;
- City of Hayward, including its municipal departments, boards, commissions, and task forces;
- Friends of Hayward Library;
- Individuals, organizations or groups working in formal partnership with Hayward Library;
- Other public agencies;
- Community-based non-profit organizations.

The Library prohibits community information and materials that are:

- Illegal, inappropriate or inflammatory;
- Contrary to library policy;
- Political in nature;
- Selling, promoting, advertising, or soliciting for commercial products or services;
- Personal advertisements or want ads of any kind;
- Solicitation to participate in medical, academic, social, commercial or political surveys, contests or research;
- Petition or pledge form;
- Oversized, handmade, hazardous, tear-away, or otherwise unsuitable for public display;
- Promoting events or activities that charge fees, except as listed below;

The Library prohibits community information and materials that are commercial in nature or pertaining to events or activities that charge fees, with the following exceptions:

- Hayward Public Library events and activities;
- City of Hayward events and activities;
- Friends of Hayward Library events and activities;
- Other public agencies' events and activities;
- Community organizations working in partnership or collaboration with Hayward Library.

All community information and materials must be submitted to Library staff for approval prior to display or distribution. The Library may reject any information or materials that the Library, at its sole discretion, deems contrary to this policy or otherwise deems unsuitable for display. Appeals may be submitted to the Library Director in writing, whose decision is final.

Because space is limited, it may not be possible to display or distribute all submitted community information and materials even when they comply with this policy. In cases where space is limited, priority is given to community information and materials from Hayward Library, City of Hayward, Friends of Hayward Library, formal library partners, other public agencies, and community-based non-profit organizations, in that order.

All community information and materials submitted for display and/or distribution become the exclusive property of Hayward Public Library to dispose of, duplicate, or alter at any time, and in any matter, it sees fit.

The display and/or distribution of materials does not constitute an endorsement of any group or its views.

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**CITY OF HAYWARD PUBLIC LIBRARY
21ST CENTURY LIBRARY MEETING ROOM FEES**

I. User Groups

Users are classified into the following groups for determining scheduling priority and the applicable fees and charges.

- A. City of Hayward departments or governmental agencies directly serving residents of Hayward, i.e., HUSD, HARD, County of Alameda, etc.
- B. Nonprofits under IRS Code 501(c)(3) and open membership group that are co-sponsored by the Library Department.
- C. Nonprofit groups under IRS Code 501(c)(3) based in and directly serving residents of Hayward, whose purpose is the betterment of the community.
- D. Other organized clubs or special interest group that have been granted IRS Code 501(c)(3, 4 or 6) nonprofit status with open membership, formal organization, and officers.
- E. Other public or private civic, cultural, educational, or charitable groups not previously mentioned above.
- F. Hayward businesses with company facilities located within the Hayward City limits.
- G. All other businesses, commercial groups, private functions and other groups not previously mentioned above

II. Fee Rates by User Group

21st CENTURY LIBRARY MEETING ROOM FEES

	FEE RATES BY USER GROUP ** all rates hourly **						
LIBRARY FACILITY	A	B	C	D	E	F	G
Large Room (whole)	-	-	\$35	\$50	\$75	\$100	\$150
Large Room (subdivided ½)	-	-	\$20	\$35	\$50	\$75	\$100
Medium Room	-	-	\$20	\$35	\$50	\$75	\$100
Conference Room	-	-	\$10	\$20	\$30	\$50	\$75
Warming Kitchen (*flat rate)	-	-	-	\$50*	\$50*	\$100*	\$150*

OTHER LIBRARY FEES	RATES - all user groups
Application Fee	\$6 non-refundable processing fee at time of application
Janitorial Service Fee (when needed)	\$57 per event, plus janitorial service fee
Room Setup Fee (when needed)	\$50 - \$100
Attendant on Duty (when needed)	\$75/hr.
Opening/Closing Fee (when needed)	\$50
Liability Insurance	Fees determined for each use.
Hayward Police Dept. Security	Fee determined by current overtime rates for police personnel
Private Vendor Security	Fee determined by current hourly rates, nature of event, # of
Utilities	Fee determined by average current hourly costs
Meeting Room Damage Deposit	\$50 - \$1,000 depending upon room and group size

Notes: ALL MEETING ROOM APPLICATIONS MUST BE SUBMITTED VIA THE ONLINE SCHEDULING SYSTEM. Paper applications will not be accepted. Meeting room fees vary according to the organization booking the room (see definitions in User Groups). Operational costs, liability insurance, janitorial, and security fees may also be applicable. Minimum rental is two hours. Hourly rates are not prorated for parts of an hour. A non-refundable application fee is due and payable at the time of application. All other applicable fees are due and payable in full at the time of schedule confirmation. Meeting room refunds are not available.

****Highlighted = New proposed fees for Library Commission review**