

# Yakima Valley Libraries

## Customer Conduct Policy

### Authority and Purpose.

The Yakima Valley Libraries Board of Trustees has the authority under state law ([RCW 27.12.270](#) and [RCW 27.12.290](#)) to establish reasonable rules regarding the Library and to exclude any person who willfully and persistently violates those rules. The rules will be enforced in a fair and reasonable manner with exclusion periods that vary based on the category of violation, with increasingly longer exclusion periods from Category A to Category C violations.

For the comfort and safety of patrons, volunteers, and staff, and the protection of Library property, the following are examples of conduct not allowed on Library property:

**Category A** - Conduct that may result in a verbal warning or an exclusion from all libraries for one day or up to a maximum of 30 days:

- Disruptive behavior, such as creating loud noises, loud talking, or screaming.
- Entering into the Library barefoot or without a shirt or removing one's footwear or shirt while in the Library, or being otherwise attired so as to be disruptive to the Library environment.
- Having offensive body odor or personal hygiene so as to unreasonably interfere with other patrons' ability to use the Library and its facilities.
- Camping on Library grounds.
- Moving Library furniture from where it is placed by Library staff.
- Using wheeled devices inside the Library or on Library grounds, except in designated areas. ***These restrictions do not apply to ADA assistive devices or baby strollers.***
- Lying down or appearing to be sleeping in the Library; having feet on furniture; or blocking aisles, exits or entrances.
- Neglecting to provide proper supervision of children.(*see Child Safety Policy*)
- Running inside a library facility, unless during an emergency.
- Bringing pets or animals, other than service animals, into the Library, except as authorized by Library Director.
- Using audible devices without headphones or with a volume that disturbs others.
- Littering.
- Consuming food or beverages in a library facility, except as authorized by Library personnel.
- Distributing literature, gathering signatures, soliciting contributions or conducting surveys inside a library facility or on Library premises, without Library authorization. ***No Library authorization is required to distribute literature, gather signatures, solicit contributions, or conduct surveys on the public sidewalks adjacent to Library property.***
- Placing any tables or other structures on Library property, including Library grounds.
- Failing to comply with a reasonable staff request to cease behavior that interferes with the effective functioning of the Library.

**Category B**- Conduct that may result in exclusion from all libraries for a minimum of 30 days or up to one year:

- Smoking, chewing, and other tobacco use on Library property including e-cigarettes.
- Using restrooms for bathing or shampooing, doing laundry, or changing clothes.
- Verbally or physically harassing other patrons, volunteers, or staff
- Entering a library facility or Library grounds during a period of exclusion.
- Trespassing in nonpublic areas of library facilities.

**Category C-** Conduct that may result in trespass and/or exclusion from all libraries for up to 2 years, or longer as determined by Executive Director and include legal action as warranted.

- Being under the influence of alcohol or controlled substances.
- Engaging in any other behavior that would constitute a misdemeanor or felony under applicable law.
- Assault, fighting, or challenging to fight.
- Selling, using, or possessing drugs
- Offensive touching and obscene acts such as sex acts, and indecent exposure.
- Damaging or stealing personal or Library property in Library facilities or on Library grounds, including computer hardware and software, printers, copiers, phones, and other equipment.
- Refusing to leave Library property after being issued a Notice of Exclusion.
- Threatening other patrons, volunteers, or staff - verbally, physically or in writing, including all forms of electronic media.

### **Enforcement**

Authorized Library staff and/or police officers may intervene to stop prohibited activities and behaviors. Failure to comply with these rules may result in: 1) withdrawal of a person's permission to remain on Library property and/or 2) issuance of a Notice of Exclusion from Library property for a period of one day or up to two years or longer, as provided in Yakima Valley Libraries' policies and procedures.

A criminal law violation may also result in arrest and prosecution. Violations of law and/or these rules may also result in the restriction and/or termination of Library privileges, including the use of Library computers and other equipment. Authorized personnel may base a Notice of Exclusion on personal observation or upon the sort of civilian reports that would ordinarily be relied upon by police officers in the determination of probable cause.

### **Administrative Review of Notices of Exclusion**

An individual who has received a notice of exclusion may within 5-business days request in writing an administrative review by the Library Director of an exclusion notice that is for a period greater than seven days. An individual who has been trespassed by legal authorities may not appeal to the Library District as this is an action taken outside of the authority of the Library District.

### **Applicability**

The Customer Conduct Policy applies to all Library patrons/visitors. The enforcement aspects of this policy apply to all authorized Library staff members and law enforcement officers.

### **Resolution #24-008**

**Revised and Approved: September 23, 2024**

*Archived:*

*Resolution #19-008*

*Approved: November 18, 2019*