



CITY OF RIO RANCHO

ADMINISTRATIVE POLICIES AND PROCEDURES

Library Patron Code of Conduct

Chapter: 1
Article: 11
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Section

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1-11-1 Title

This article may be cited as the Library Patron Code of Conduct, the Patron Code of Conduct, and/or the Library Code of Conduct.

1-11-2 Policy

The City of Rio Rancho Department of Library and Information Services is dedicated to protecting the rights and safety of library patrons, volunteers and staff. Our goal is to enable all library visitors to enjoy an inviting and comfortable atmosphere. Each person is expected to respect the rights of others and comply with the following Patron Code of Conduct while on library property.

The Patron Code of Conduct defines what behaviors are and are not permitted on by library users while on library grounds and within library facilities, and defines the actions to be taken and subsequent consequences violating the Patron Code of Conduct.

1-11-3 Scope

This policy applies to all persons on the grounds and within the facilities of City of Rio Rancho Department of Library and Information Services.

1-11-4 Responsibilities

It is the user's responsibility to abide by the Patron Code of Conduct. It is the responsibility of library employees to enforce the Patron Code of Conduct.

1-11-5 Permitted Conduct

Permitted conduct in the library includes:

- Quiet and courteous use of the library
- Small group congregation for social, study or discussion purposes in designated areas
- Consumption of light snacks and covered beverages in designated areas
- Quiet and courteous use of cell phones in designated areas
- Assistance from certified service animals
- Smoking and vaping in exterior designated areas only

1-11-6 Prohibited Conduct

Prohibited conduct in the library includes but is not limited to:

- Code of Conduct Violations: violating any Library District Policy, Code of Conduct or rules for usage of materials, computers or other library property.
- Failure to Comply: failure to comply with any reasonable request of library staff.

The Rio Rancho Public Libraries reserve the right to remove any person and/or restrict library privileges of any person whose conduct is deemed by library staff to violate this Code of Conduct. Recurring offenses may elevate the penalty.

The age of the patron and any disabilities that play a role in the inappropriate behavior may be considered. Proper authorities, including but not limited to law enforcement, will be notified when appropriate or required.

A. Serious Misconduct

The following forms of misconduct are deemed serious and may result in restricting access to all libraries within the Rio Rancho Public Libraries system for up to 90 days depending upon the frequency or severity of the incident(s).

1. Alcohol/Marijuana/Drugs/Intoxication: consumption or use of alcohol, marijuana, or illegal drugs, or being intoxicated on library premises.
2. Disorderly Conduct: disrupting the normal flow of library operations or interfering with the use and enjoyment of the library by others; repeatedly questioning, commenting, approaching or confronting staff with questions or comments currently being addressed or previously addressed.
3. Identity Theft: obtaining, possessing, transferring or in any way using the identifying information of another without that person's consent including using multiple library cards or another person's library card to extend computer use beyond established time periods.
4. Inappropriate Activities: engaging in activities inappropriate for a public library facility including, but not limited to, loud social interaction, bathing, shaving, washing clothes, gambling, betting or wagering, smoking, electronic smoking devices or use of tobacco products.
5. Misuse of Computers: utilizing library computers to engage in illegal activities, to engage in gambling activities, or to publicly view sexually explicit or pornographic materials.

6. **Inappropriate Attire or Poor Hygiene:** failure to wear appropriate attire, posing a health, safety or sanitary risk or having bodily hygiene that detracts from the enjoyment of the library by others or damages library property.
7. **Theft:** concealing library materials or property on library premises, theft or other attempts to convert library property to personal use.
8. **Verbal Abuse:** using language, words, expressions, gestures or other behavior that is intimidating, insulting, hostile, loud, abusive, obscene, intending to offend, rude, vulgar, or demonstrates a lack of civility to others.

B. Severe Misconduct

The following forms of severe misconduct may carry up to a one year banning penalty depending upon the frequency or severity of the incident(s).

1. **Physical Abuse:** behaving in a threatening, intimidating or violent manner toward any person, or acting in a manner that creates the potential of physical injury to oneself or others and any form of unwanted touching or other contact.
2. **Property Damage:** destroying, damaging, defacing or vandalizing library property on or off library premises or threatening to damage such property in any way.
3. **Sexual Misconduct:** engaging in any action that is sexually inappropriate or offensive including but not limited to lewd or lascivious behavior, indecent exposure, sexual battery, touching one's self or others inappropriately or publicly displaying any pornographic or sexually explicit materials whether in photographic, graphic or animated form which does not relate to medical research or would otherwise be considered obscene by local community standards.
4. **Threats:** communicating a threat of harm to any person or property including patrons or City of Rio Rancho staff members.
5. **Weapons:** (inapplicable to law enforcement): unlawful carrying of a weapon.

1-11-7 Notification and Appeals Process

At the recommendation of library staff, the Library Director or designee will issue a letter to the patron specifying the behavior that has violated the Patron Code of Conduct and the penalty for doing so, which may include a banning from all Rio Rancho Public Libraries and facilities for the periods specified above.

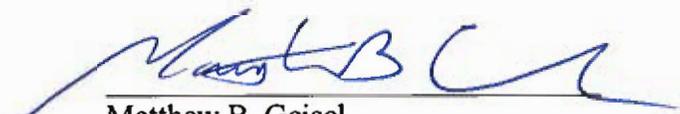
At the recommendation of the Library Director, the City of Rio Rancho may ban a patron from Rio Rancho Public Libraries and facilities for a period of more than one year if the patron's conduct is deemed an ongoing threat to library patrons, City staff, or property.

Any patron banned from Rio Rancho Public Libraries may appeal once in writing to the Rio Rancho Public Libraries. An appeal petition must be mailed or delivered to the Library Director at: Rio Rancho Public Libraries 755 Loma Colorado Blvd NE, Rio Rancho, NM 87124 within

15 days of the date of any action taken to ban the patron. The appeal petition must include all of the reasons the patron believes he or she is not in violation of the Patron Code of Conduct or state why the patron cannot comply with any requests of library personnel that would otherwise have allowed reinstatement of library privileges. The appeal petition may also include reasons why they believe they will not violate the Patron Code of Conduct again.

The Library Director will issue a written determination of the appealed matter within 15 days of receipt of the petition. The Library Director may uphold the ban, overturn the ban or propose an accommodation to the banned patron. The determination is final and shall have no precedential value. An appeal may not be repeated.

APPROVED THIS 19th DAY OF JULY, 2022

A handwritten signature in blue ink, appearing to read "Matthew B. Geisel", written over a horizontal line.

Matthew B. Geisel,
City Manager