

Patron Conduct Policy

I. Principle

The San Antonio Public Library provides equal and open access to its facilities and resources. While everyone has an equal right to access library services and facilities, no person has the right to interfere with the ability of others to use and enjoy library resources, services, and facilities.

San Antonio Public Library maintains the right to expel from a library facility any individual who contributes to a disruptive, unsafe, or unwelcoming environment.

II. Expected behavior

To build a reasonable and welcoming library environment for all customers, library patrons are expected to:

- A. Attend to their personal belongings. The library is not responsible for personal belongings left in or on library property.
- B. Allow staff to look in bags in case of security concerns.
- C. Enjoy food and drinks responsibly while in the library.
 - i. Keep food and drinks away from computers.
 - ii. Use re-closable, spill-resistant containers for drinks.
 - iii. Restrict snack foods to small, packaged items. Meals, messy foods, and foods with a strong smell are not allowed.
- D. Wear shoes and appropriate clothing for public health reasons.
- E. Use public restrooms for intended purpose only.
- F. Maintain acceptable bodily hygiene. If body odor or perfume is strong enough to constitute a nuisance to others, the customer may be asked to leave the building.
- G. Stay out of non-public areas, such as offices, workrooms and storage areas, unless authorized by staff to enter.

III. Inappropriate behavior

The following actions and behaviors are considered inappropriate on library property and thus prohibited:

- A. Disruptive, uncontrolled, or unsafe behavior.
- B. Possession of weapons, other than handguns carried by persons with the appropriate state license.
- C. Possession of alcohol or any illegal substance.
- D. Intoxication, whether by alcohol or other mind altering drug, to the point of impairment of one's mental or physical abilities.
- E. Intentional physical damage to library property or to the personal property of any other patron.
- F. Use of library computers or network for illegal activity.
- G. Sleeping in the library and on library property.
- H. Smoking in library facilities, near library entrances, or in any other prohibited areas on library property.
- I. Bringing animals other than service animals into the library. All pets on library grounds must be attended and be on a leash.
- J. Solicitation of business, except in compliance with City of San Antonio policy (Administrative Directive 4.45).
- K. Bringing large items that present a safety hazard or security concern into the library.

IV. Library response to policy violations

Any person who violates the Patron Conduct Policy may be expelled from the library premises for up to three years. The length of expulsion is at the discretion of the Manager, Librarian in Charge, or Central Library Security Officer and will be appropriate to the infraction.

- A. The person expelled shall be provided with a copy of the Patron Conduct Policy.
- B. The person expelled may appeal the expulsion to an Assistant Director of the Library. In an appeal, the person expelled shall have an opportunity to present evidence that may support retraction of the expulsion.
- C. If the person expelled returns to the library before the defined time period has expired, or if they refuse to leave the library when asked to do so, library staff may call the police to have the person removed and prosecuted for criminal trespass.
- D. An expulsion from any one library location will apply to all library locations.

Revised: Library Board of Trustees
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Paul Stahl, Board Chair