

LIBRARY ADVISORY COMMISSION (LAC)

On Monday, April 15, 2024 at 6:30 PM

This is a hybrid in person and online provided meeting open to the public

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The meeting will be broadcast through the Santa Cruz Libraries YouTube channel <https://www.youtube.com/user/SantaCruzPL> which you can access through the Santa Cruz Libraries website by scrolling to the bottom of the page and clicking on the YouTube icon.

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Public comment: There are three ways to comment during this meeting. All comments must be received prior to the close of public comment on that agenda item:

1. How to comment on agenda items via email before the meeting begins:

Members of the public may provide public comment by sending an email to the Library Board Clerk at clerk@santacruzpl.org

- Identify the agenda item number in the subject line of the email
- Emailed comments should be a maximum of 500 words, which corresponds to approximately 3 minutes of speaking time.

- All correspondences received prior to 12:00 p.m. on the Friday preceding a LAC Meeting will be distributed to Commission members to review prior to the meeting. Information submitted after 12:00 p.m. on that Friday may not have time to reach Commission members, nor be read by them prior to consideration of an item.

2. How to comment on agenda items during the meeting and prior to the close of public comment on an item, using the Zoom Q&A feature:

- Type your comment using the “Q&A” feature found on the Zoom control bar
- Identify the agenda item first, then type your comment
- Your comment will be read aloud

3. How to comment aloud on agenda items, during the meeting and prior to the close of public comment on an item, via the Zoom “raise hand” feature:

If you are accessing the meeting using the Zoom app and using computer audio:

- During the comment period for that agenda item, use the “raise hand” icon found on the Zoom control bar
- The moderator will announce your name or the last 3 digits of your phone number when it is your turn to speak
- Unmute yourself using the microphone icon
- Identify the agenda item
- Introduce yourself using your first and last name
- You will have three minutes of speaking time

If you are accessing the meeting using telephone audio:

- During the comment period for that agenda item, press *9 to raise your hand
- The moderator will announce the last 3 digits of your phone number when it is your turn to speak
- Unmute yourself using *6 – to toggle the mute/unmute feature
- Identify the agenda item
- Introduce yourself using your first and last name
- You will have three minutes of speaking time



LIBRARY ADVISORY COMMISSION REGULAR MEETING

MONDAY, APRIL 15, 2024 at 6:30 PM

**SCOTTS VALLEY BRANCH LIBRARY
251 KINGS VILLAGE ROAD, SCOTTS VALLEY, CA 95066**

1. CALL TO ORDER/ROLL CALL

Commissioners Rena Dubin, Nancy Gerdt, Charlotte Khandelwal, Vivian Rogers, Mike Termini, Pamela Woll, and Tricia Wynne

2. ADOPTION OF THE AGENDA

3. ORAL COMMUNICATIONS

Any member of the audience may address the Board on any matter either on or off the agenda that is within the Board's jurisdiction. Note, however, that the Board is not able to undertake extended discussion or act on non-agendized items. Such items can be referred to staff for appropriate action which may include placement on a future agenda. If you intend to address a subject that is on the Agenda, please hold your comments regarding that item until it is before the Board so that we may properly address all comments on that subject at the same time. In general 3 minutes will be permitted per speaker during Oral Communication; A MAXIMUM of 30 MINUTES is set aside for Oral Communications at this time.

4. REPORT BY LIBRARY DIRECTOR

A. Library Director's Report (P4-7)

5. REPORT BY FRIENDS OF THE SANTA CRUZ PUBLIC LIBRARIES

A. Friends of SCPL – Report (Oral)

6. MEMBER REPORTS

7. CONSENT CALENDAR

All items listed in the "Consent Calendar" will be enacted by one motion in the form listed below. There will be no separate discussion on these items prior to the time the Board votes on the

action unless members of the public or the Board request specific items to be discussed for separate review. Items pulled for separate discussion will be considered following General Business.

- A. Minutes of October 2, 2023
RECOMMENDED ACTION: Approve Minutes (P8-10)
- B. LGBTQ Pride Flag
RECOMMENDED ACTION: Endorse the Interim Library Director’s request to fly the Pride Flag at Library locations throughout the month of June to commemorate Pride Month (P11)
- C. Hybrid Meetings for the Library Advisory Commission
RECOMMENDED ACTION: To end the practice of hybrid meetings for the Library Advisory Commission meetings and move to in person meetings with the live streaming and recorded options (P12-13)

8. GENERAL BUSINESS

General Business items are intended to provide an opportunity for public discussion of each item listed. The following procedure is followed for each Business item: 1) Staff explanation; 2) Board questions; 3) Public comment; 4) Board deliberation; 5) Decision.

- A. Elect Chair and Vice Chair for 2024
RECOMMENDED ACTION: Propose and vote upon candidates for the Chair and Vice Chair of the Commission (P14)
- B. Code of Conduct
RECOMMENDED ACTION: Endorse the Library’s Code of Conduct and Administrative Suspension Policy (P15-31)
- C. Bookmobile Presentation by Jesse Silva
- D. Library Collections in the Changing and Evolving World of Digital Resources Presentation by Sarah Harbison

9. SCHEDULED UPCOMING MEETINGS

Date	Location	Anticipated Upcoming Agenda Items:
May 6, 2024	Branciforte Branch Library	<ul style="list-style-type: none"> ● Meeting Room Policy ● Presentation by Jessica and Heather on their plans for Summer Reading ● 4th Quarter Workplan ● Budget Plan Updates

10. ADJOURNMENT

Adjourned to the next regular meeting of the Library Advisory Commission to be held on Monday, May 6, 2024 at 6:30pm at the Branciforte Branch Library located at 230 Gault Street, Santa Cruz, CA 95062.

The Santa Cruz City-County Library System does not discriminate against persons with disabilities. Out of consideration for people with chemical sensitivities, we ask that you attend fragrance free. Upon request, the agenda can be provided in a format to accommodate special needs. Additionally, if you wish to attend this public meeting and will require assistance such as an interpreter for American Sign Language, Spanish, or other special equipment, please call the Library Administration Office at 427-7706 at least five days in advance so that we can arrange for such special assistance, or email library_admin@santacruzpl.org.

April 15, 2024



Interim Director's Report to the Library Advisory Commission

Storm warnings, advisories to stay off the road, extreme wind and rain could not deter hundreds of patrons from eagerly visiting the new Aptos Branch Library on its grand opening day on February 4th, 2024. While the storms halted the programs for the grand opening, Library service remained robust. The Friends of the Library ran a nonstop supply of cookies to patrons waiting in long lines to check out their books and receive new library cards. The energy remains high to this day. During its first month of operations, Aptos averaged over a hundred new library cards a week and hundreds more renewed or updated their accounts. To continue celebrating, the Aptos Branch Library will hold a special kick off for Summer Reading on June 1st with special programs for children.

The Aptos Branch Library's reopening marks the near completion of the Library's extensive building projects. Nine out of the Library's ten branches have all been renovated or constructed. An Annex to the Live Oak Library will open in the summer and in less than a year, new ground will be broken for the Library's final and largest building project, a new Downtown Library.

Many may remember that when Aptos closed for renovation, the Library extended services at Capitola and added Sunday service there. This seven-day service helped to compensate for the lost Library service during Aptos' closure. Now that Aptos is once again open, it has been my recommendation to the JPA, based on budgetary constraints, to return Capitola to its six-day service in August. The Library will be providing a more comprehensive analysis and report of Capitola's service hours at the May 2nd JPA meeting. It has also been my recommendation that the Library undertake a more thorough analysis of service hours for the entire Library system when it conducts its next Strategic Plan.

The Library, since December, has vastly ramped up its hiring of staff and is still pursuing key vacancies, including three librarian positions, which it aims to fill before Summer Reading. Later in the month, the Library will be bringing on board a new coordinator for the volunteer program and a new coordinator for staff training and development. By the end of April, the Library Joint Powers Board will also complete its interview process for the new Library Director.

This spring the Library is also preparing to introduce new services for the community, including Link + a powerful new library lending resource. Link + provides patrons with direct access to library items through our catalog for items not found in our collection. Items can be delivered to any of our ten branches. Additionally, thanks to the Capitola Friends of the Library, all patrons of the Santa Cruz Public Libraries will have access to the Library Speakers Consortium starting in May. Patrons will be able to attend virtual live-streamed author talks with bestselling authors featuring interactive Q & A, and will be able to watch past author talks on demand. On

Wednesday, May 8th, the SCPL Virtual Author Talks kickoff will feature Santa Cruz's own Nina Simon, author of NYTimes bestseller *Mother Daughter Murder Night*.

In addition to these new services, the Library is excited for several excellent upcoming programs. To see all of our great programs, please visit our calendar on our homepage, www.santacruzpl.org. Here are some of the highlights:

Youth Programming:

Author Talk with Nidhi Chanani, Friday May 3rd: Capitola 2:30pm; Scotts Valley 4pm

Nidhi Chanani is an East Bay author and illustrator. Her graphic novels for kids include "Pashmina," "Jukebox," the "Shark Princess" series and her latest, "Super Boba Cafe." At this interactive program, kids will get to meet a graphic novelist, learn her process for writing and drawing and see a live drawing presentation. Come join if you love reading and comics!

Game Zone at Scotts Valley, weekly on Wednesdays from 1-3, starting April 3rd

This program will be aimed at middle schoolers (tweens) who regularly come to the Scotts Valley library on Wednesday afternoons, which is their early-out day from school. Since so many kids are at the library at that time, we need to provide them a safe space to interact and have fun while expending their energy in a constructive manner and to assure that there is room for the rest of the library patrons to conduct business. The program will offer various games (video, board, card) and snacks for the tweens.

Día de los Niños con Cuéntame un Cuento, Thursday, May 2, 4:30-5:45 at Live Oak

A celebration for Día de los Niños at Cuéntame un Cuento. We will read a few books, have a craft where kids can make their own picture frame out of craft sticks and add their picture, and wrap with celebratory snacks.

Circulating STEM Kits

SCPL is adding a new category to our Library of Things: Circulating STEM Kits. These kits are a great way for children and families/caregivers to learn and develop skills relating to science, technology, engineering and math while having fun. We have 5 different kits available for checkout. Here are the descriptions of each kit:

STEM kit: Building. Contains a set of Magna-Tiles and the book "The story of buildings."

STEM kit: Microscope. Contains one beginner microscope, a set of slides, and the book "World of the microscope."

STEM kit: Coding. Contains the Botley coding robot 2.0 and the book "Coding activity book."

STEM kit: Switches and Circuits. Contains one Snap Circuits Jr. kit and the book "Switches & Circuits."

STEM kit: Levers and pulleys. Contains one K'Nex Education STEM Building Solution introduction to simple machines : levers & pulleys and the book "Simple machines!: with 25 science projects for kids."

Funds for our Circulating STEM Kits were provided through the Science Kits for Public Libraries Grant project of the IEEE, The successful grant application was submitted by Keith Gudger of the Capitola Friends Chapter.

Adult Programs:

Let's Talk About It with the Conflict Resolution Center, Sat. May 18, 1pm at Scotts Valley:

This event creates space to address polarization through conversations to foster empathy and understanding. Participants can request to have a conversation, typically for 30 minutes, with someone who identifies in a particular way. These dialogue partners cover a wide range of identities and experiences: They could be people who deal with alcoholism, housing insecurity, and mental illness. They could be immigrants, refugees, transgender or non-binary, formerly incarcerated, or people experiencing homelessness. People of misunderstood and marginalized religious identities are also included. Participants are welcome to ask any questions they want (as long as they're respectful), and volunteers openly and honestly answer those questions without judgment.

Stranger at the Gate: Screening and Discussion with Filmmakers, Sunday, April 28, 2:30pm at Capitola

For Arab American Heritage Month we will show the film *Stranger at the Gate*, followed by a virtual appearance and discussion with the subjects of the film, Bibi Bahrami and Richard "Mac" McKinney. In the film, an Afghan refugee named Bibi Bahrami and the members of her little Indiana mosque come face to face with a U.S. Marine who has secret plans to bomb their community center. But Mac McKinney's plan takes an unexpected turn. "Stranger at the Gate" is a story of grace, transformation, and hope.

Jewish Film Festival at Capitola:

Thursday May 23, 7pm

Children of Peace - A group of dreamers and idealists founded an intentional community of Arabs and Jews in 1970s Israel. It was a rebellious and Utopian idea: Jews and Arabs living and going to school together as friends and neighbors, learning each others' language and culture. Children who were raised in this unique environment, now adults, deal with the harsh realities of political turmoil and war.

Thursday May 2, Thursday May 9, & Thursday May 16, 7pm

Birth of a Conflict, documentary 3-part series - This series explores the complex history of the Middle East from the Ottoman Empire to the present day. The series reveals newly declassified documents from British diplomatic files, as well as interviews with both Arab and Jewish historians, to help us understand more about the origins of the Israel-Palestine conflict.

Saturday Shakespeare at Aptos hosted by the Saturday Shakespeare Group:

Saturdays April 27-May 25, 10am

During these 5 weeks the group will be studying Hamlet with a stellar list of Shakespeare experts:

- Paul Whitworth, distinguished Shakespearean actor and director, former Artistic Director of Shakespeare Santa Cruz
- Charles Pasternack, current Artistic Director of Santa Cruz Shakespeare
- Sean Keilen, Professor of Literature at UCSC, founding Director of Shakespeare Workshop, a research center of The Humanities Institute
- Michael Warren, Emeritus Professor of Literature at UCSC, and longtime dramaturg for Santa Cruz Shakespeare

Tenant Sanctuary at Downtown:

Third Thursdays, 6:30pm

This new monthly series with Tenant Sanctuary features presentations by lawyers on tenants' rights topics, such as changes in the Tenant Protection Act, and laws for Support and Service animals.

Introduction to Naturalization at Branciforte:

Thursday May 16, 6pm

Community Action Board and Santa Cruz County Adult Education will present a workshop on the naturalization process to become a United States Citizen.

Loops at the Library - Knit/Crochet at Garfield Park:

Third Mondays, 12pm

This new yarn party builds community connection over shared skills, teaching and learning opportunities, creative expression, and making new friends.

Reel Work Labor Film Festival, Saturday May 11, 2pm at Felton

The annual film festival will screen "Being 80," a documentary by a local San Lorenzo Valley resident featuring people who are 80 years old, and host a panel discussion with a gerontologist and experts.



LIBRARY ADVISORY COMMISSION REGULAR MEETING MINUTES

MONDAY, OCTOBER 2, 2023 at 6:30 PM

1. CALL TO ORDER/ROLL CALL

PRESENT: Charlotte Khandelwal, Mary Ripma, Mike Termini, Pamela Woll
and Tricia Wynne
ABSENT: Rena Dubin until 6:35 pm
STAFF: Library Director Yolande Wilburn

2. ADOPTION OF THE AGENDA

RESULT:	APPROVED THE AGENDA
MOVER:	Tricia Wynne
SECONDER:	Mary Ripma
AYES:	Dubin, Khandelwal, Termini, Woll

3. ORAL COMMUNICATIONS

None

4. REPORT BY LIBRARY DIRECTOR

Library Director Yolande Wilburn provided a written report.

A member of the public, Judi, made a comment.

5. REPORT BY FRIENDS OF THE SANTA CRUZ PUBLIC LIBRARIES

Bruce Cotter presented an update of the Friends' activities.

6. MEMBER REPORTS

Tricia Wynne and Mike Termini provided oral reports.

7. CONSENT CALENDAR

RESULT:	APPROVED THE CONSENT CALENDAR
	A. Approved Minutes of May 8, 2023
	B. Accepted and filed recent articles about SCPL
	C. Accepted and filed Analysis of Patron Count Data 4th Qtr. Report FY 2023
	D. Accepted and filed Community Impact Measures 4th Qtr. Report FY 2023
	E. Accepted and filed Incident Report 4th Qtr. Report FY 2023
	F. Accepted and filed Work Plan for 4th Qtr. FY 2023
	G. Accepted and filed Library Closure Schedule
	H. Accepted and filed Remote Work Policy
	I. Accepted and filed Fund Balance Policy
MOVER:	Rena Dubin
SECONDER:	Tricia Wynne
AYES:	Khandelwal, Termini, Woll, Ripma

8. GENERAL BUSINESS

- A.** Summer Reading Report for Youth and Adult Services. Presentation by Heather Norquist and Catherine Upton
- B.** Recover and Thrive. Presentation by Eric Howard
- C.** Resolution Against Banning Books

RESULT:	APPROVED RESOLUTION AGAINST BANNING BOOKS
MOVER:	Tricia Wynne
SECONDER:	Mary Ripma
AYES:	Dubin, Khandelwal, Termini, Woll

A member of the public, Judi, made a comment.

- D.** 2024 LAC Meeting Schedule

9.

RESULT:	APPROVED THE 2024 LAC MEETING SCHEDULE
MOVER:	Tricia Wynne
SECONDER:	Charlotte Khandelwal
AYES:	Dubin, Ripma, Termini, Woll

A member of the public, Judi, made a comment.

10. ADJOURNMENT

Adjourned at 7:52 pm to the next regular meeting of the Library Advisory Commission to be held on Monday, January 8, 2024 at 6:30pm at the Downtown Branch Library.

Chair Mike Termini
Vice Chair Rena Dubin
Commissioner Nancy Gerdt
Commissioner Charlotte Khandelwal
Commissioner Vivian Rogers
Commissioner Pamela Woll
Commissioner Tricia Wynne



STAFF REPORT

DATE: April 15, 2024
TO: Library Advisory Commission
FROM: Eric Howard
RE: LGBTQ Pride Flag

STAFF RECOMMENDATION

Endorse the Interim Library Director's request to fly the Pride Flag at Library locations throughout the month of June to commemorate Pride Month.

DISCUSSION

Pride Month is currently celebrated each year in the month of June to honor the 1969 Stonewall Uprising in Manhattan. The Library's Commemorative Flag Policy states, "The Library shall display commemorative flags only if endorsed by the LAC and authorized by the LJPA." The policy also states that the "recommendation for authorization of displaying a commemorative flag can only come from the Library Director." And that, "Authorization for display is an expression of the Library's official sentiments and must be consistent with the Library's mission and Strategic Plan and should incorporate themes of diversity, equity, social justice, and inclusion."

"Inclusion" is the very first word in the Library's mission. Therefore, the Pride Flag powerfully symbolizes not only fundamental aspects of the Library's mission and Strategic Plan, it also signals to the public that the Library strives to make its spaces safe for everyone.

FISCAL IMPACT

The Library currently owns enough Pride Flags that there is a negligible impact to the budget.

Chair Mike Termini
Vice Chair Rena Dubin
Commissioner Nancy Gerdt
Commissioner Charlotte Khandelwal
Commissioner Vivian Rogers
Commissioner Pamela Woll
Commissioner Tricia Wynne



STAFF REPORT

DATE: April 15, 2024
TO: Library Advisory Commissioners
FROM: Eric Howard, Interim Library Director
RE: Hybrid Meetings for the Library Advisory Commission

STAFF RECOMMENDATION

To end the practice of hybrid meetings for the Library Advisory Commission meetings and move to in person meetings with the live streaming and recorded options.

DISCUSSION

During the pandemic the Library Advisory Commission held their meetings virtually. As the state of the pandemic improved the Commission moved to conducting the meetings in person with a hybrid component. This allowed meetings to be held in person but also allowed the public to interact with the board on agenda items virtually.

The hybrid model was the standard for 2023 and although the intent was to allow broader access to Commission meetings for the public, this did not turn out to be the case. Many meetings had no virtual attendance or input at all. On the few occasions when there was virtual attendance, those attending virtually did not ask to speak on any agenda items.

In 2024 the Library would like to move back to in person meetings and eliminate the hybrid component. The Library would continue to live stream the meetings on the SCPL YouTube channel as well as provide access to the recorded meetings within 48 hours. Public comment could still be submitted to the Board Clerk prior to the meeting if a member of the public was unable to attend. This public comment would be presented at the meeting during the agenda item discussion.

Report Prepared by: Kira Henifin, Principal Management Analyst

Reviewed and Forwarded by: Eric Howard, Interim Library Director

Chair Mike Termini
Vice Chair Rena Dubin
Commissioner Nancy Gerdt
Commissioner Charlotte Khandelwal
Commissioner Vivian Rogers
Commissioner Pamela Woll
Commissioner Tricia Wynne



STAFF REPORT

DATE: April 15, 2024
TO: Library Advisory Commission
FROM: Eric Howard
RE: Elect Chair and Vice Chair for 2024

STAFF RECOMMENDATION

The Library Advisory Commission needs to propose and vote upon candidates for the Chair and Vice Chair of the Commission.

DISCUSSION

See above.

Chair Mike Termini
Vice Chair Rena Dubin
Commissioner Nancy Gerdt
Commissioner Charlotte Khandelwal
Commissioner Vivian Rogers
Commissioner Pamela Woll
Commissioner Tricia Wynne



STAFF REPORT

DATE: April 15, 2024
TO: Library Advisory Commission
FROM: Eric Howard, Interim Library Director
RE: Code of Conduct

STAFF RECOMMENDATION

Endorse the Library's Code of Conduct and Administrative Suspension Policy.

DISCUSSION

The Code of Conduct's purpose is to support a safe and welcoming environment for all library patrons. The Code of Conduct last underwent revisions in 2017. Staff rely on the language of the Code of Conduct as an official means for determining appropriate behavior in the Library. Throughout the ten branch Library system, and at events beyond our walls, staff rely regularly on the language of the Code of Conduct to diffuse difficult situations.

The new updates to the Code of Conduct are the result of extensive review by staff. However, there have been no major changes to the Code of Conduct, instead, staff have focused on shaping more precise language in order to better support their work. Additionally, over the past two years, Library staff have been trained on de-escalation techniques and trauma informed responses to patron interactions and they are increasingly using the Code of Conduct in conjunction with those new skills. With an eye towards clearer and fairer language, staff have carefully reviewed the Code of Conduct to identify language that is working and language that has created confusion since 2017.

One year ago, the Library adopted a new practice for reviewing policies and practices and those practices have been used to govern the updates for this policy. A separate policy team made up of staff from across multiple divisions reviews the policy and then presents it to a newly formed Change Management Team. The Change Management Team's primary job is to understand the "why" behind change and then work with staff to improve understanding and implementation of the change. At times, the Change Management Team helps the Policy Team shape language as both groups work together to develop a shared understanding of the change. The draft changes were also posted on the Library's internal Intranet for all staff to review and comment. Copies of the draft have been reviewed by the Library's attorney and the City's office of Risk Management.

Lastly, the Administrative Suspension Policy, a companion policy that was approved alongside the Code of Code in 2017 is also up for review. Only one change is being proposed to the

current version of it and it involves the makeup of the Hearing Panel. The current policy calls for a security guard to be placed on the panel. The updated version removes that requirement, but recognizes that a security may be called as a witness.

FISCAL IMPACT

There are no direct fiscal impacts from this action, but there may be some indirect costs. The Library intends to continue to invest in de-escalation and trauma informed training. At this time, and until the Library onboards a training coordinator, there is no vendor chosen. Training costs may range from \$3,000-\$5,000.

Attachments:

1. Current Code of Conduct.
2. Newly revised Code of Conduct under review.
3. Current Library Suspension Administrative Procedure Order
https://staff.santacruzpl.org/media/formssignsdocs/documents/Suspension_APO.pdf
4. Newly revised Suspension Administrative Procedure Order
5. Request for Suspension Appeal/Hearing Panel Procedure and Form
https://staff.santacruzpl.org/media/formssignsdocs/documents/Request_for_Suspension_Appeal_Hearing_Panel_Procedure_and_Form.pdf

Code of Conduct Policy

JPAB Policy # 318

Last Approved: 3/2013

Revised: 5/2017

Five-year Review Schedule: 5/2022

Santa Cruz Public Libraries supports the rights of all individuals to free and equal access to information and use of the library without discrimination, intimidation, threat of harm, or invasion of privacy. We are dedicated to providing friendly, courteous, and respectful service. The role of Santa Cruz Public Libraries is to provide an accessible, welcoming, clean, comfortable, and safe environment for all library users.

To Provide a Comfortable and Welcoming Environment

Santa Cruz Public Libraries provides a comfortable and welcoming environment. Mutual respect makes it possible for everyone to enjoy library materials and services. We require library users to be respectful of each other. Library users must behave in a manner that does not disrupt other library users or interfere with standard operation of the library.

To Make Information Resources and Materials Accessible for All

Santa Cruz Public Libraries makes collections, equipment, and resources accessible for current and future library users. Damaging, stealing, or blocking access to any materials, equipment, or property belonging to the library, another patron, or staff member is prohibited.

To Ensure a Safe and Secure Environment

Santa Cruz Public Libraries ensures a safe and secure environment. Committing or attempting to commit any act that is a violation of any federal, state, or local law is prohibited on Santa Cruz Public Libraries property.

To Maintain a Healthy and Clean Environment

Santa Cruz Public Libraries maintains a healthy and clean environment for all library users. Personal hygiene, attire, restroom use, and/or food consumption cannot interfere with other patrons' use of the library.

Enforcement of the Library Code of Conduct

Enforcement of the Library Code of Conduct will be administered in a fair and reasonable manner. Library staff, security, and/or law enforcement will intervene to prevent and/or stop prohibited activities and behaviors. Individuals who fail to observe the Library Code of Conduct may be asked to leave the library property, have their library privileges suspended for a designated period of time, be subject to arrest, or be subject to other lawful action.

Prohibited Behaviors

Examples of prohibited activities and/or conduct on Santa Cruz Public Libraries property include but are not limited to:

1. Conduct that interferes with a **Comfortable and Welcoming Environment**
 - a. Behavior, including unreasonable noise, which disrupts other library users or interferes with standard operation of the library.
 - b. Soliciting, panhandling, or gambling on library property.
 - c. Using audible devices without headphones, using headphones set at a volume that disturbs others, or having an audible cell phone ringtone.
 - d. Using any communication devices in a manner that disturbs others.
 - e. Distributing literature, gathering signatures, soliciting contributions, or conducting surveys inside a library facility.

2. Conduct that interferes with making **Information Resources and Materials Accessible for All**
 - a. Damaging or stealing any materials, equipment, or property belonging to the library, another patron, or staff member.
 - b. Blocking aisles or walkways with personal property or leaving personal property unattended. *Note: Unattended items are subject to immediate removal.*
 - c. Lying down or appearing to be sleeping; having feet on furniture; or blocking aisles, exits, or entrances.
 - d. Bringing into the library personal items with total dimensions exceeding 65 inches (ex.: 20"x20"x25"), with the exception of items necessary for medical or child care reasons.
 - e. Setting up blankets or bedding with the intention to camp anywhere on library property.

3. Conduct that does not **Ensure a Safe and Secure Environment**
 - a. Using roller skates, bicycles, skateboards, scooters or similar wheeled devices inside the library, with the exception of items necessary for medical or mobility purposes, or child care.
 - b. Disciplining a child in a manner that disrupts other patrons.
 - c. Leaving young children/adults with special needs unsupervised. Children under nine years must be accompanied by a person 14 years of age or older.
 - d. Parents and caregivers are responsible for the behavior of the individuals under their charge. Children/adults with special needs are expected to conduct themselves in a manner that does not violate the Code of Conduct or disrupt other patrons.
 - e. Adults loitering in the Children's areas for no legitimate purpose is prohibited (see [State of California PENAL CODE Section 653b](#)). Adults are welcome to access the materials and collections in the Children's areas without a child present.

- f. Inappropriate use of library property including computer hardware, software, network, systems, printers, copiers, phones, and other equipment (see [Library Policies - Internet Access Policy](#)).
 - g. Engaging in activities not reasonably associated with use of a public library.
 - h. Failing to comply with a staff request to cease behavior that interferes with the effective functioning of the library, or failure to leave the library during emergencies or at closing time.
 - i. Intimidating, harassing, or threatening staff, volunteers, or other patrons; including stalking, staring, or lurking using profane, obscene, or abusive language including racial, ethnic, or other epithets; verbally, physically, or in writing including all forms of electronic media.
 - j. Using or being under the influence of alcohol or illegal drugs.
 - k. Trespassing in nonpublic areas, being in the library without permission of an authorized library employee before or after library operating hours, remaining on library property once suspended.
 - l. Engaging in any other behavior that would constitute a criminal act under applicable law.
4. Conduct that does not **Maintain a Healthy and Clean Environment**
- a. 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 (with the exception of infants or toddlers).
 - b. Body odor, personal hygiene, or excessive fragrance that interferes with other patrons' ability to use the library and its facilities, or that poses a health risk.
 - c. Consumption of snack food and/or a covered beverage at computers. Patrons are asked to keep areas in which food consumption is allowed clean and free of residue, spills, crumbs, or wrappings. Consumption of food that causes a disruption to other patrons, harms library resources, leaves a mess, and/or failure to clean up any residue, wrappings, or spills after consuming these items will be a violation of the Library Code of Conduct.
 - d. Bringing pets or animals, other than service animals necessary for disabilities, into the library, except as allowed during special library programs.
 - e. Littering.
 - f. Using cigarettes, e-cigarettes, cannabis, chewing tobacco, or other tobacco products.
 - g. Using restrooms for bathing or shampooing, or doing laundry.

Violators of the Santa Cruz Public Libraries Code of Conduct may be asked to leave and/or be photographed to assist in identification.

Related Documents: *Library Suspension APO / Notice of Suspension from Library Form / Request for Suspension Appeal_Hearing Panel Procedure / Request for Suspension Appeal_Hearing Panel Form / Suspension Appeal_Hearing Panel Determination Notice*

Code of Conduct Policy

JPAB Policy # 318

Last Approved: 3/2013

Revised: 5/2017

Five-year Review Schedule: 5/2022

Santa Cruz Public Libraries (hereinafter the "Library") strives to support all individuals' free and equal access to information and use of the Library without discrimination, intimidation, threat of harm, or invasion of privacy. The Library seeks to provide an accessible, welcoming, clean, comfortable, and safe environment for all Library users. This policy is applicable to all individuals using and visiting Library facilities and property, and/or attending Library programs, and is enforceable by all Library staff.

Prohibited Behaviors

Prohibited activities include but are not limited to:

1. Conduct that interferes with a **Comfortable and Welcoming Environment**
 - a. Behavior not reasonably associated with the use and nature of a public library, which disrupts other patrons or interferes with standard operations.
 - b. Panhandling, gambling, or soliciting (other than gathering signatures) on Library property.
 - c. Distributing literature, gathering signatures, soliciting contributions, or conducting surveys inside a Library facility (unless authorized by the Library Director).
 - d. Noise that disturbs others' enjoyment and use of the Library facilities, such as using audible devices without headphones or set at a volume level audible to others, having an audible ringtone, or having loud conversations.

2. Conduct that interferes with making **Information Resources and Materials Accessible for All**
 - a. Damaging or stealing any materials, equipment, or property belonging to the Library or other persons.
 - b. Lying down or appearing to be sleeping; having feet on furniture; blocking aisles, exits, entrances, walkways with one's body or personal property.
 - c. Bringing into the Library personal items with total dimensions exceeding 65 inches (ex.: 20"x20"x25"), with the exception of items necessary for medical or child care reasons.
 - d. Camping or setting up blankets and/or bedding.

3. Conduct that does not **Ensure a Safe and Secure Environment**

- a. Using roller skates, bicycles, skateboards, scooters or similar wheeled devices inside the Library, with the exception of items necessary for medical or mobility purposes, or child care.
- b. Disciplining a child in a manner that disrupts other patrons.
- c. Leaving young children unsupervised. Children under 9 years must be accompanied by a person 14 years of age or older.
- d. Parents and caregivers are responsible for the behavior of the individuals (of any age) under their charge, ensuring they conduct themselves in a manner that does not violate this Code of Conduct or disrupt other patrons.
- e. Adults lingering in the areas designated for minors for no legitimate purpose is prohibited (see State of California PENAL CODE Section 653b). Adults are welcome to access the materials and collections in the Children's areas without a child present.
- f. Unlawful or inappropriate use of Library property including computer hardware, software, network, systems, printers, copiers, phones, and other equipment (see Library Policies - Internet Access Policy).
- g. Engaging in activities not reasonably associated with the use or nature of a public library.
- h. Failing to comply with a Library staff request to cease behavior that interferes with the effective functioning of the Library, or failure to leave the Library during emergencies or failure to leave the Library during or at closing time.
- i. Engaging in intimidation, harassment, or threatening behaviors, including but not limited to, stalking, offensive staring, offensive touching, lurking, or using profane or abusive language likely to provoke an immediate violent reaction. (Abusive language includes racial, ethnic, gendered, or other epithets used verbally or in writing.)
- j. Demonstrating intoxicated behavior or appearing under the influence of alcohol or drugs.
- k. Trespassing in nonpublic areas, being in the Library without permission of an authorized Library employee before or after Library operating hours, remaining on Library property once suspended.
- l. Engaging in any behavior that is prohibited by any applicable local, state, or federal law.
- m. Leaving personal property unattended or storing bicycles outside of designated bike racks. Note: The Library reserves the right to remove any unattended personal property at any time. The Library will not assume responsibility for any theft, lost, or damaged personal property.

4. Conduct that does not **Maintain a Healthy and Clean Environment**

- a. Being shoeless or shirtless in the Library, or being otherwise attired so as to be disruptive to the library environment (with the exception of infants and toddlers at the guardian's discretion).

- b. Emitting strong odor, including body odor or excessive fragrance, that interferes with other's ability to use and enjoy the Library, or exhibiting personal hygiene that poses a health risk.
- c. Eating or drinking near the Library's computers, printers, or laptops. (Any beverages inside the library, outside of Library programming, must be in a lidded container.)
- d. Littering, or failing to clean up trash, residue, wrappings, or spills.
- e. Bringing into the Library pets or non-service animals, as defined by California and federal laws, except as allowed during Library programs. Handlers of unattended, disruptive, and/or aggressive animals will be asked to remove them from Library property.
- f. Using cigarettes, e-cigarettes, cannabis, chewing tobacco, or other tobacco products.
- g. Distributing cannabis, alcohol, or illegal drugs. (Alcohol may be served and consumed in accordance with Policy #101, Alcoholic Beverages.)
- h. Using restrooms for other than their intended purpose, including bathing, personal grooming, doing laundry, or any activity that interferes with other patrons' ability to use the restroom.

Enforcement of the Library Code of Conduct

Enforcement of the Library Code of Conduct will be administered in a fair and reasonable manner. Library staff, security, and/or law enforcement will intervene to prevent and/or stop prohibited activities and behaviors. Individuals who violate this Library Code of Conduct may be: asked to leave Library property, have their Library privileges suspended for a designated period of time, and/or be subject to arrest or other lawful action. Violators of the Code of Conduct may be photographed to assist in identification.

Library Suspension Administrative Procedure Order

Adopted: 5/4/2017

Revised: xx/xx/xxxx

PURPOSE

Violation or repeated violation of the Santa Cruz Public Libraries *Code of Conduct Policy* may warrant a suspension of library privileges. Suspension of library privileges will result in removal from and denial of access to Santa Cruz Public Libraries services, facilities, and property for a designated period of time.

In order to be fair and equitable in the application of the *Library Code of Conduct Policy*, and to provide documentation of the enforcement of this code, authorized library staff shall apply the following suspension procedures.

In addition to the *Code of Conduct Prohibited Behaviors*, the following violent behaviors will not be tolerated:

- physical abuse or assault
- fighting or challenging to fight
- making violent or threatening statements

PROCEDURES

Authorized library staff will instruct anyone displaying prohibited behaviors to leave the library facility immediately for a period up to and including thirty days. Police will be called and additional legal action may occur, as appropriate. In addition, based on the severity of the situation, a suspension of library privileges for up to one year may be applied. Library staff will notify Library Administration immediately, where the appropriate suspension period and procedures will be determined by authorized staff.

FIRST VIOLATION: Initial warning and given copy of *Code of Conduct Policy*

When a patron has violated the Santa Cruz Public Libraries *Code of Conduct Policy* by displaying behavior that is prohibited but not violent or physically threatening, authorized library staff will:

1. Explain to the patron that they are engaging in prohibited behavior, what that behavior is, and the importance of abiding by the *Code of Conduct Policy*.
2. Provide the patron with a copy of the *Code of Conduct Policy*.
3. Advise the patron that further violations of the *Code of Conduct Policy* will not be tolerated and may result in their being asked to leave the library.

SECOND VIOLATION: Library privileges suspended for the day

If the patron continues prohibited behavior either the same day or another day, authorized library staff will:

1. Reaffirm all previous conversations with the patron regarding the behavior.
2. Instruct the patron to leave the facility for the day.
3. Document the incident with a Library Incident Report submitted to Library Administration.
4. Offer the patron the name and telephone number of the appropriate library staff person so they may communicate their concerns, if they feel the treatment was unfair.

THIRD VIOLATION: Library privileges suspended for up to and including thirty days

Longer than one-day suspensions will be issued if a patron continues to display prohibited behavior after receiving a prior suspension.

If a patron has been issued a one-day suspension for prohibited behavior and if prohibited behavior continues either during the suspension period or afterwards, a patron will then be suspended for up to and including thirty days.

When a decision is made to suspend a patron for more than one day, authorized library staff will:

1. Complete the *Notice of Suspension from Library Form*.
2. Provide the patron with a copy of the completed document. In the case of a minor patron (under the age of 18), library staff will also attempt to notify the parent or guardian and provide them with a copy of the completed document.
3. Complete a Library Incident Report and submit the report to Library Administration.
4. Provide the patron with the name and phone number of the appropriate library staff person so they may communicate their concerns by telephone or by submitting an appeal in writing.

The patron may submit a written appeal. To do so, the patron must complete the *Request for Suspension Appeal/Hearing Panel Form* and submit it to Library Headquarters within seven working days from the date the suspension is issued.

The appeal will be reviewed by an authorized library staff person(s) within seven working days of submittal.

If, by a preponderance of the evidence, the suspension is determined to be unwarranted, the suspension will be withdrawn. The patron may contact Library Administration eight after submitting a written appeal to determine the status of the suspension.

FOURTH OR SIGNIFICANT VIOLATION: Library privileges suspended for 31 days to up to one year

I. 31 DAYS TO ONE YEAR SUSPENSION:

If a patron has been issued a one-to-thirty day suspension for displaying prohibited behavior and prohibited behavior continues either during the suspension period or afterwards, a decision will be made to suspend the patron for 31 days to up to one year.

Authorized library staff will:

1. Complete the *Notice of Suspension from Library Form*. When a decision is made to suspend a patron for longer than thirty days, the suspension notice will be signed by authorized library staff.
2. A copy of the completed document (even if not yet signed) and all accompanying forms shall be provided to the patron.
3. In the case of a minor (under the age of 18), authorized library staff will also attempt to notify the parent or guardian to provide them with the completed document and all accompanying forms.
4. Authorized library staff will complete a Library Incident Report and submit it to Library Administration.

Any patron suspended for 31 days to one year has the right to a hearing with the Suspension Hearing Panel. The Suspension Hearing Panel will comprise authorized library staff, the Library Joint Powers Authority Board jurisdictional designee, and a library security guard if one is available. Library staff or patrons who were witnesses to the event may also be asked to appear.

To receive a hearing, the patron must:

1. Follow the directions on the *Request for Suspension Appeal/Hearing Panel Procedure* document and fill out the *Request for Suspension Appeal/Hearing Panel Form*.
2. Return the completed form to Library Headquarters within seven working days from the date the suspension is issued.

A parent or guardian must accompany a minor (under the age of 18 unless emancipated) to the hearing.

The decision of the Suspension Hearing Panel for all 31 Days to One Year Suspensions is final.

Related Documents: *Library Code of Conduct Policy / Notice of Suspension from Library Form / Request for Suspension Appeal_Hearing Panel Procedure / Request for Suspension Appeal_Hearing Panel Form / Suspension Appeal_Hearing Panel Determination Notice*

Revised Library Suspension Administrative Procedure Order

Adopted: 5/4/2017

Revised: xx/xx/xxxx

PURPOSE

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PROCEDURES

Authorized library staff will instruct anyone displaying prohibited behaviors to leave the library facility immediately for a period up to and including thirty days. Police will be called and additional legal action may occur, as appropriate. In addition, based on the severity of the situation, a suspension of library privileges for up to one year may be applied. Library staff will notify Library Administration immediately, where the appropriate suspension period and procedures will be determined by authorized staff.

FIRST VIOLATION: Initial warning and given copy of Code of Conduct Policy

When a patron has violated the Santa Cruz Public Libraries *Code of Conduct Policy* by displaying behavior that is prohibited but not violent or physically threatening, authorized library staff will:

1. Explain to the patron that they are engaging in prohibited behavior, what that behavior is, and the importance of abiding by the *Code of Conduct Policy*.
2. Provide the patron with a copy of the *Code of Conduct Policy*.
3. Advise the patron that further violations of the *Code of Conduct Policy* will not be tolerated and may result in their being asked to leave the library.

SECOND VIOLATION: Library privileges suspended for the day

If the patron continues prohibited behavior either the same day or another day, authorized library staff will:

1. Reaffirm all previous conversations with the patron regarding the behavior.
2. Instruct the patron to leave the facility for the day.
3. Document the incident with a Library Incident Report submitted to Library Administration.
4. Offer the patron the name and telephone number of the appropriate library staff person so they may communicate their concerns, if they feel the treatment was unfair.

THIRD VIOLATION: Library privileges suspended for up to and including thirty days

Longer than one-day suspensions will be issued if a patron continues to display prohibited behavior after receiving a prior suspension.

If a patron has been issued a one-day suspension for prohibited behavior and if prohibited behavior continues either during the suspension period or afterwards, a patron will then be suspended for up to and including thirty days.

When a decision is made to suspend a patron for more than one day, authorized library staff will:

1. Complete the *Notice of Suspension from Library Form*.
2. Provide the patron with a copy of the completed document. In the case of a minor patron (under the age of 18), library staff will also attempt to notify the parent or guardian and provide them with a copy of the completed document.
3. Complete a Library Incident Report and submit the report to Library Administration.
4. Provide the patron with the name and phone number of the appropriate library staff person so they may communicate their concerns by telephone or by submitting an appeal in writing.

The patron may submit a written appeal. To do so, the patron must complete the *Request for Suspension Appeal/Hearing Panel Form* and submit it to Library Headquarters within seven working days from the date the suspension is issued.

The appeal will be reviewed by an authorized library staff person(s) within seven working days of submittal.

If, by a preponderance of the evidence, the suspension is determined to be unwarranted, the suspension will be withdrawn. The patron may contact Library Administration eight after submitting a written appeal to determine the status of the suspension.

FOURTH OR SIGNIFICANT VIOLATION: Library privileges suspended for 31 days to up to one year

I. 31 DAYS TO ONE YEAR SUSPENSION:

If a patron has been issued a one-to-thirty day suspension for displaying prohibited behavior and prohibited behavior continues either during the suspension period or afterwards, a decision will be made to suspend the patron for 31 days to up to one year.

Authorized library staff will:

1. Complete the *Notice of Suspension from Library Form*. When a decision is made to suspend a patron for longer than thirty days, the suspension notice will be signed by authorized library staff.
2. A copy of the completed document (even if not yet signed) and all accompanying forms shall be provided to the patron.
3. In the case of a minor (under the age of 18), authorized library staff will also attempt to notify the parent or guardian to provide them with the completed document and all accompanying forms.
4. Authorized library staff will complete a Library Incident Report and submit it to Library Administration.

Any patron suspended for 31 days to one year has the right to a hearing with the Suspension Hearing Panel. The Suspension Hearing Panel will comprise of authorized library staff and may also include the Library's attorney, and the Library Joint Powers Authority Board jurisdictional designee. Library staff, a security guard or patrons who were witnesses to the event may also be asked to appear.

To receive a hearing, the patron must:

1. Follow the directions on the *Request for Suspension Appeal/Hearing Panel Procedure* document and fill out the *Request for Suspension Appeal/Hearing Panel Form*.
2. Return the completed form to Library Headquarters within seven working days from the date the suspension is issued.

A parent or guardian must accompany a minor (under the age of 18 unless emancipated) to the hearing.

The decision of the Suspension Hearing Panel for all 31 Days to One Year Suspensions is final.

Related Documents: *Library Code of Conduct Policy / Notice of Suspension from Library Form / Request for Suspension Appeal_Hearing Panel Procedure / Request for Suspension Appeal_Hearing Panel Form / Suspension Appeal_Hearing Panel Determination Notice*

Request for Suspension Appeal/Hearing Panel Procedure and Form

Any patron suspended for one to 30 days has a right to appeal their suspension from the Santa Cruz Public Libraries. To appeal a suspension:

1. Complete the *Request for Suspension Appeal/Hearing Panel Form*.
2. Return the completed form to Library Headquarters. Staff will sign the form to acknowledge its receipt and will provide you with a copy for your records.
3. The completed form must be received by staff at Library Headquarters within seven days from the date of the suspension. Postmarks will not apply.

Suspension Appeal Procedure (One to Thirty Day Suspension)

Upon receipt of your *Request for Suspension Appeal/Hearing Panel Form*:

1. A Suspension Appeal decision meeting comprising authorized library staff will take place. Library staff or patrons who witnessed the incidents(s) may also be asked to attend.
2. The Suspension Appeal meeting will convene privately to discuss the evidence and make a final suspension determination.
3. The suspension will be withdrawn if the authorized Suspension Appeal meeting members determine, by a preponderance of evidence, that the behavior(s) cited on the *Notice of Suspension from Library Form* did not occur and that the suspension is unwarranted.
4. Within seven days from the date the library receives your *Request for Suspension Appeal/Hearing Panel Form*, a *Suspension Appeal/Hearing Panel Determination Notice* will be mailed to the address provided by you on the *Request for Suspension Appeal/Hearing Panel Form*.
5. If you do not have a mailing address, you must return to Library Headquarters seven days from the date the library receives your *Request for Suspension Appeal/Hearing Panel Form* to pick up your *Suspension Appeal/Hearing Panel Determination Notice*.
6. The Suspension Appeal Determination decision is final.

Suspension Hearing Panel Procedure (31 Days to One Year Suspension)

Any patron suspended for 31 days to one year has the right to a hearing with the Suspension Hearing Panel. To request a hearing:

1. Complete the *Request for Suspension Appeal/Hearing Panel Form*.
2. Return the completed form to Library Headquarters. Staff will sign the form to acknowledge its receipt and will provide you with a copy for your records.
3. The completed form must be received by staff at Library Headquarters within seven days from the date of the suspension. Postmarks will not apply.

Upon receipt of your *Request for Suspension Appeal/Hearing Panel Form*:

1. Within seven days from the date the library receives your *Request for Suspension Appeal/Hearing Panel Form*, the library will mail you a notice providing you with the date, time, and location of the Suspension Hearing Panel.
2. If you do not have a mailing address, you must return to Library Headquarters seven days from the date the library receives your *Request for Suspension Appeal/Hearing Panel Form* to pick up your notice of date, time, and location of the Suspension Hearing Panel.
3. The Suspension Hearing Panel will comprise authorized library staff and a Library Joint Powers Authority Board jurisdictional designee. Library staff, a library security guard, or patrons who were witnesses to the event(s) may also be asked to appear.
4. When you arrive for your hearing you will be provided the opportunity to present evidence or reasons why the suspension should be withdrawn.
5. A parent or guardian must accompany a minor (under the age of 18 unless emancipated) to the hearing.
6. After all the evidence has been presented, the Suspension Hearing Panel may convene privately to discuss the determination.
7. The suspension will be withdrawn if the Suspension Hearing Panel determines, by a preponderance of evidence, that the behavior(s) cited on the *Notice of Suspension from Library Form* did not occur and that the suspension is unwarranted.
8. Within seven days of the date of your hearing, a *Suspension Appeal/Hearing Panel Determination Notice* will be mailed to you that will include the findings in support of the decision.
9. If you do not have a mailing address, you may return to Library Headquarters after seven days to pick up a copy of the *Suspension Appeal/Hearing Panel Determination Notice*.
10. The Suspension Hearing Panel Determination decision is final.

Request for Suspension Appeal/Hearing Panel Form

I want to appeal the library suspension that was issued to me. I am requesting that Library Administration review this suspension.

Date: _____

Name: _____

Address: _____

Telephone: _____

Reason for the request (optional): _____

This form must be returned to Library Headquarters within seven days of the suspension issue date.

Staff will acknowledge receipt of your request and will issue a copy of this form as a receipt.

Within five days after you submit this form, you may contact Library Headquarters to determine the status of the Suspension Appeal/Hearing Panel (see *Suspension Policy* and *Request for Suspension Appeal/Hearing Panel Procedure*).

If, by a preponderance of the evidence, it is determined that your suspension is unwarranted, your suspension will be withdrawn. The Library's Suspension Appeal/Hearing Panel decision is final.

Signature of Appellant: _____

Date: _____

Staff Signature: _____

Staff Job title: _____

Date: _____

FOR LIBRARY USE ONLY: Suspension is _____ is not _____ withdrawn.

Related Documents: *Library Code of Conduct Policy / Notice of Suspension from Library Form / Request for Suspension Appeal_Hearing Panel Procedure / Suspension Appeal_Hearing Panel Determination Notice*