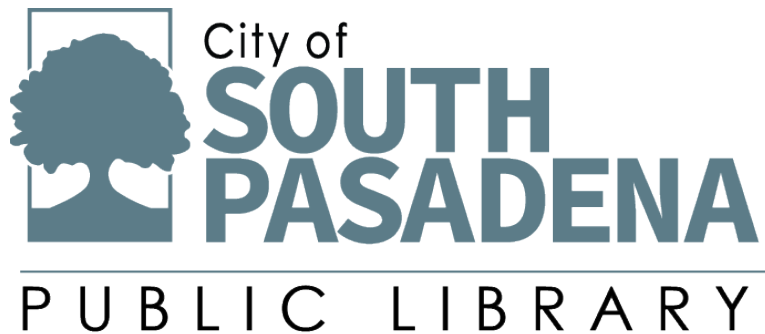


# Administrative Policy Manual

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**July 13, 2023**

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## 1. ADMINISTRATION

### 1.1 Commercial Filming in the Library

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Adopted: 1/8/91  
Amended: 3/4/91, 6/13/00, 11/12/02  
Reviewed: 5/13/97, 6/13/00, 11/12/02

Commercial filming within the South Pasadena Public Library is allowed only if such filming does not interfere with regular library service to the public.

- Prior written permission is required from the City Librarian.
- All proper forms must be completed and filed with the City's film liaison at City Hall.
- All City imposed fees must be paid to City Hall prior to filming.

The City Librarian shall consider the following prior to granting permissions:

- Impact on patrons' safety and use of the library.
- Disruption to staff activities
- Length of time required for filming.
- Area to be used for filming.
- Amount of equipment required.
- Image of the library to be presented in the final product.

Requests to use the Community Room as a staging area for actors and crews will be treated as a regular request to reserve the room and will be handled under the policy established for that purpose.

In addition to City fees, the Library requests that the film company make a donation to the Friends of the South Pasadena Public Library in an amount commensurate with the time and disruption required for filming.

## 1. ADMINISTRATION

### 1.2 Display Policy

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Adopted: 8/13/85  
Amended: 3/4/91, 11/9/99, 7/9/02  
Reviewed: 5/13/97, 10/12/99, 11/9/99, 7/9/02

The South Pasadena Public Library has the following areas which are used for display:

1. Vertical, free standing oak display case in the library lobby area.
2. Locked case on the wall in the library entry.
3. Locked case in the Children's department.
4. Two locked wall cabinets in Community Room.
5. Bulletin boards in the adult section.
6. Literature display rack adjacent to the library exit.
7. Bulletin board in the Children's Room.
8. Literature display rack in the Children's Room.
9. Literature display racks attached to the Reference Desk.
10. Display panels in the Community Room.

All display areas with the exception of number 10 are to be used for educational or cultural purposes only. They may not be used for displays of a commercial nature.

The purpose of the Library's display facilities is to increase public awareness of the Library's resources and to fulfill its mission to promote intellectual freedom, life-long learning, and the enhancement of cultural and leisure activities. Exhibits using library facilities shall further one or more of these purposes:

- To call attention to a theme related to library services, collections or programs.
- To bring together library materials from several subject areas which are related to a theme of current interest.
- To highlight current issues, events or other subjects of public interest.
- To explain the activities of, or issues of interest to, local organizations and agencies engaged in educational, recreational, cultural, intellectual or charitable activities.
- To display interesting collections or hobbies of local residents.

Displays are mounted in locked cases by invitation only.

The Community Room display panels may be used by groups renting the Community Room to present material during their programs. Under no circumstances are the display panels to be removed from the Community Room. Arrangements for their use should be made with the Library Administrative Secretary.

Bulletin boards are used to announce local opportunities for educational or cultural experiences sponsored by non-profit organizations including City-sponsored classes and activities. Material must be submitted to the City Librarian for posting. Limited space dictates that not everything can be posted. The length of posting is at the discretion of the City Librarian.

## 1. ADMINISTRATION

### 1.3 Gifts to the Library Policy

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Adopted: 7/9/91  
Amended: 10/13/98, 7/10/01  
Reviewed: 5/13/97, 10/13/98, 6/12/01, 7/10/01

The South Pasadena Public Library is pleased to accept monetary donations including those in memory or, or in honor of, individuals. These funds shall be used to purchase books or other library materials in subject areas specified by the donor. Gift forms should be completed by a librarian at the time of donation. Materials will be purchased in a subject area suggested by the donor, or if no subject area is suggested, the selection of subject area(s) will be at the discretion of the Library.

All donations will be acknowledged within one month or less of the date of receipt. Where appropriate, both donor and family (or honoree) will receive acknowledgment cards or letters. In the case of books, a special gift plate recognizing the honoree will be placed in the front of the book.

The donor and/or the family and/or the honoree will be notified when the book is received and ready to be placed into the collection.

The South Pasadena Public Library also gratefully accepts gifts of books and other library materials. All gift items will be evaluated in accordance with the library's "Material Selection Policy". Items that are added to the collection become the sole property of the library, which will make all decisions about use, display, access, and disposition. Materials not placed into the collection for whatever reason will be offered to the Friends of the South Pasadena Public Library, Inc. for sale in the Friends Bookstore.



Number: \_\_\_\_\_

## South Pasadena Public Library GIFTS TO THE LIBRARY

Date received: \_\_\_\_\_

☐ In memory of \_\_\_\_\_ ☐ In honor of \_\_\_\_\_

☐ Other – specify: \_\_\_\_\_

### Monetary Donation for Books/Other Library Materials

Monetary donation: Check No: \_\_\_\_\_ Check Amt: \_\_\_\_\_ Check issued to: Friends \_\_\_\_\_ Library \_\_\_\_\_  
Cash: \_\_\_\_\_ Cash Amt: \_\_\_\_\_

### Book/Other (media/equipment, artwork, etc.) Donation

Author(s) and Title(s) or Material Donated \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Donor name: \_\_\_\_\_

Name of Individual or Organization

\_\_\_\_\_

Address

Telephone

Name and address of person(s) receiving acknowledgement:

☐ Donor - If donor name and address different from above: \_\_\_\_\_

☐ Family of deceased \_\_\_\_\_

☐ Honoree \_\_\_\_\_

☐ Other \_\_\_\_\_

Gift plate? ☐ Yes ☐ No

**Please forward form and attachment(s) to Library Administration for follow-up and acknowledgement(s).**

Acknowledgement(s) sent: \_\_\_\_\_ by: \_\_\_\_\_  
(Date) (Staff Initials)

Revised 6/1/05 – color: green (Admin.)

## 1. ADMINISTRATION

### 1.4 Giveaway Publications

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Adopted: 1/9/2007  
Amended: 3/11/2021  
Reviewed:

The Library may provide an area where free publications of general interest or usefulness to library customers may be distributed according to the following guidelines:

1. Acceptable publications are informational and relevant to the breadth of the local community. Example: weekly newspapers with general interest feature articles and calendar listings of local events.
2. Not acceptable publications are those focused on specific topics or designed for a narrow audience. Publications whose purpose is overtly commercial or promotional or meant to benefit an individual or entity are not generally accepted.
3. Space is limited. An effort will be made to make items available on an equitable basis, however the Library may refuse a publication due to lack of space, and retains the right to evaluate publications and prioritize space for those that will be of most interest and use to library customers.
4. Publications must be approved by Library Administration before being made available.

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Formerly titled *Policy on Giveaway Newspapers and Newsletters*



## 1. ADMINISTRATION

### **1.5 Policy on Limitations of Use of Steinway Piano**

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Adopted: 11/13/07

Reviewed:

Amended:

The Restoration Concerts Committee, an arm of the Friends of the South Pasadena Public Library, Inc., has exclusive rights to the use of the Steinway D Concert Piano in the Community Room, specifically by the professional pianists featured in the Restoration Concert Series.

The Steinway Piano may not be used by anyone else without the written permission of an authorized officer of the Friends of the South Pasadena Library, Inc. and a member of the Restoration Concert Committee.

## 2. BOARD OF TRUSTEES

### 2.1 Board of Trustees Expenses

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Adopted: 11/13/90  
Amended: 7/11/00, 1/14/03  
Reviewed: 3/4/91, 5/13/97, 7/11/00, 1/14/03

- Trustees may be reimbursed by the City of South Pasadena for reasonable expenses incurred while working on behalf of the Library.
- Expense requests (estimated) should be submitted to and approved by the Library Board of Trustees prior to the event so that the budget may be maintained.
- Following the event, requests for pre-approved reimbursement, accompanied by receipts, must be submitted to the City Librarian. No reimbursement can be approved without supporting documentation.
- Reimbursable expenses may include registration fees for library seminars or programs; lunches while attending library meetings; mileage; parking costs, etc.
- Annual membership dues for CALTAC (California Association of Library Trustees and Commissioners) are paid by the City.

## 2. BOARD OF TRUSTEES

### **2.2 Substantive Issues Policy**

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**(Not Covered by Existing Policies, to be presented to the Library Board of Trustees)**

Adopted: 12/13/94, 9/8/98

Amended: 9/11/01

Reviewed: 9/8/98, 9/11/01

Substantive issues not covered by existing policies which are to be considered by the Board of Trustees shall be presented in written form prepared by the originating agent and addressed to the Board of Trustees.

Substantive issues to be considered by the Board of Trustees shall be placed on the published order of business for a regular meeting of the Board.

Voting on a substantive issue shall take place no sooner than the regular board meeting following the meeting at which the issue is introduced to the Board.

This policy may be suspended by a majority plus one vote of Board members voting.

## 2. BOARD OF TRUSTEES

### **2.3 Authorization to Discard or Surplus Library Equipment or Materials**

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Adopted: 7/23/15

Because of the Library's need to regularly rid itself of broken, worn, or outdated equipment and materials estimated to be worth less than \$250 each, the Library Board of Trustees authorizes the City Librarian (Director of Library, Arts, and Culture) to approve the discard or surplus of such items after due diligence in the investigation of the value of an item. This could entail consulting authoritative sources, including checking with others, such as the President of the Library Board of Trustees, to safeguard against the routine disposal of material of monetary, historical, and/or cultural value. Equipment and materials estimated to be of greater value than \$250 will still need to be brought to the attention of the Library Board of Trustees at one of their meetings with an Action Item asking for its approval for an item to be considered for surplus. This policy is enacted in order to make it easier to get rid of junk.

### 3. COLLECTIONS

#### 3.1 Collections Selection and Maintenance Policy

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Adopted: 9/10/1985  
 Amended: 3/4/1991; 10/13/1998; 11/14/2001; 3/9/2023  
 Reviewed: 5/13/1997

As the community's primary provider of information services and as a center for cultural and life enrichment resources and activities, the South Pasadena Public Library is committed to providing easy and equal access to a wide variety of resources in multiple formats. A professional approach to the selection and maintenance of collections is critical to ensure responsiveness to changing individual and community needs in reading, research, education and recreation.

##### Principles of Resource Selection

Public libraries are vital open forums for information and ideas. The Library supports the principle of intellectual freedom as one of the foundations of a free society. Intellectual freedom is the right of every individual to both seek and receive information from all points of view without restriction. The Library recognizes that some materials which offend, shock or do not interest one reader may be considered agreeable, meaningful or significant to another. The selection of resources for the South Pasadena Public Library collection shall be consistent with the principle of intellectual freedom and those outlined in the American Library Association's [Library Bill of Rights](#) and [Freedom to Read Statement](#).

##### Responsibility for the Selection of Library Resources

The authority and responsibility for the selection of library materials and digital resources is delegated by the Library Board of Trustees to the Library Director and, at his/her/their discretion, to the staff ("selectors") who are qualified for the activity by reason of education, training and experience.

##### Goals of Selection

The South Pasadena Public Library selects, makes available, and promotes the use of library resources, whatever the format, which:

- Support the informational and recreational needs of users, taking into consideration their varied interests, abilities and languages they read.
- Stimulate self-understanding and personal growth.
- Enhance job-related knowledge and skills.
- Complement K-12 curriculum and study.
- Develop reading readiness for pre-school aged children.
- Support cultural, civic, business and recreational activities in the community.
- Represent differing viewpoints on a subject, reflecting the problems, aspirations, attitudes and ideals of a pluralistic society.
- Increase knowledge of and participation in the affairs of the community, the country and the world.

### **Criteria for Selection**

To build a diversified collection which supports the library's mission, the following objective criteria are applied by selectors according to the type of resource being evaluated:

- Suitability of subject, style and reading level for intended audience.
- Critical reviews and professional recommendations.
- Authority, credibility, reputation and literary significance of the author and/or artistic significance of the illustrator.
- Reputation of the publisher or producer.
- Quality of writing, design, illustration, or production.
- Suitability, availability and durability of format.
- Relevance to community needs.
- Potential and/or known demand for the material.
- Relative importance in comparison to similar materials already in the collection.
- General recognition as a "classic" in literature or a subject area.
- Availability of the same or similar materials at other libraries.
- Currency and accuracy of the information presented.
- Objectivity or representation of a variety of points of view.
- Comprehensiveness and depth of treatment.
- Suggested for purchase by library users.
- Price.

### **Collection Development Guidelines**

In addition to the objective criteria described above, selectors utilize Collection Development Guidelines pertaining to different sections of the collection when making selections. The purpose of the Guidelines is to provide an overview of each section, with information about its focus, depth and breadth, and to encourage consistency in collection development over time. Section Guidelines include a description of the section, factors that influence selection, a list of resources to aid decision making, and information about retention and weeding. The Guidelines are prepared and regularly updated by professional staff.

### **Donated Materials**

The South Pasadena Public Library accepts donations of books and other library materials. Donated materials, including gifts by authors, will be assessed using the same selection criteria as used for considering new materials. Items that are added to the collection become the sole property of the library, which will make all decisions about use, display, access, and disposition. Donated materials that are not added to the collection will be offered to the Friends of the South Pasadena Public Library, Inc.

### **Collection Maintenance**

Systematic weeding of library resources is critical to maintaining a vital collection that meets the ever-evolving needs of the community. Weeding is the process by which materials that no longer meet collection development standards are withdrawn from the collection. The weeding of unused, outdated and worn-out items ensures the collection is current, inviting, relevant, and useful.

The library regularly withdraws items from the collection, basing decisions on a number of factors, including:

- Publication date.

- Frequency of circulation.
- Community interest/relevance.
- Currency and availability of newer or more up-to-date materials.
- Whether a title is a “classic” or a foundational text in a given subject.
- Condition.

In addition, selectors rely on professional judgement and knowledge and experience gained by working with the collection and the community when making weeding decisions.

Withdrawn materials are donated to the Friends of the South Pasadena Public Library, Inc. (Friends). The Friends may sell these materials in their bookstore or at special sales. The mission of the Friends is to raise money and public awareness in the community to support the services and programs of the library. Materials that are not sold are disposed of at the discretion of the Friends.

### 3. COLLECTIONS

#### 3.2 Local History Collection Policy

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Adopted: 8/13/1985  
Amended: 3/4/1991; 4/8/1997; 3/11/2021  
Reviewed:

While it is important that local history collections be available to the public, the Library also has a responsibility to future generations to protect and preserve these archival materials. The Local History Collection Policy defines how the Collection is managed and provides guidelines for equitable access and use of the collections, subject to appropriate care and handling of the materials by staff and researchers.

**Preservation and Security:** Crucial to the ongoing operation of the Local History Collection is the preservation of research materials. Collection items are processed and filed using acid-free containers. Fragile materials, such as city directories and original photographs, are stored in fire-proof cabinets. All original photographs, slides, and microfilm are stored in a climate-controlled environment.

**Acquisitions:** The Local History Collection acquires materials primarily through donation and occasionally by purchase. For detailed information about the Collection's scope see the *Local History Collection Development Guidelines*.

**Maintenance:** The Collection is overseen by the Local History Librarian in the regular course of their duties. Grant funding for special projects will be sought when such projects do not diminish the level of routine care and service of the collections, and when they can contribute substantially to the acquisition, arrangement and description, or servicing of the collections.

**Circulation:** The Local History Collection is *reference only* and does not circulate. Items from the Local History Collection are to be accessed in-library only. For materials that can be accessed without an appointment, researchers must coordinate with the librarian on duty and may be asked to surrender their library card while using materials and/or may be supervised while using materials.

**Appointments:** Some materials in the Local History Collection are only accessible by appointment. Researchers must disclose the nature of research being conducted and provide the Local History Librarian a detailed description of the materials they wish to access before an appointment is scheduled.

#### Reproduction of Historical Photographs

1. Original photographic prints and slides are not available to the public. Researchers can view the Library's historical images via the following Web-based platforms: Flickr, Montage, and Calisphere.



2. High-resolution digital image reproductions may be requested by submitting a completed *Image Request Form* to the Local History Librarian.
3. Usage fees are published in the City's Master Fee Schedule and are payable to the South Pasadena Public Library. Payment must be received prior to the delivery of the requested images.
4. The South Pasadena Public Library does not complete printed image requests. Image requests will only be fulfilled digitally.
5. It is the responsibility of the user to resolve any copyright questions pertaining to the use of the reproduced images.
6. The South Pasadena Public Library must be given credit whenever images are used in any print or digital publication, media production or other public display or use. Unless otherwise directed, images should be credited as "Courtesy of the South Pasadena Public Library".
7. Special arrangements may be made for the use of historic photographs by other City Departments at the Library Director's discretion.

### 3. COLLECTIONS

#### **3.3 Request for Reconsideration of Library Materials**

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Adopted: 10/10/85, 4/14/98

Amended: 1/8/91, 3/8/01

Reviewed: 3/10/98, 3/8/01

1. Materials are selected for the collection of the South Pasadena Public Library based on the library's collection development policy.
2. The Library Board of Trustees hereby reaffirms that it is the role of the public library to provide free access to information on a wide variety of subjects, including materials representing differing points of view on controversial topics.
3. While some of these topics and points of view may be offensive to certain library patrons that alone are not a sufficient reason for removing material from the collection or for restricting patron access to such material.
4. The right of unrestricted access applies to all library patrons regardless of age. While a parent has the right to select and restrict materials for his/her child, neither a parent nor the Library has the right to do so for others.
5. A library patron wishing to object to specific material(s) in the library collection must complete a "Request for Reconsideration of Library Materials" form available from the Reference Desk.
6. All "Request for Reconsideration of Library Materials" forms will be handled according to written library procedures.

## SOUTH PASADENA PUBLIC LIBRARY

1100 Oxley Street • South Pasadena, CA 91030 • (626) 403-7330

### REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS

Name \_\_\_\_\_ Date \_\_\_\_\_  
Address \_\_\_\_\_ Phone \_\_\_\_\_

Requestor represents: \_\_\_\_\_ himself/herself \_\_\_\_\_ organization or group (give name, address and telephone number.

Material: Author \_\_\_\_\_ Title \_\_\_\_\_  
Publisher \_\_\_\_\_  
Hardcover \_\_\_\_\_ Paperback \_\_\_\_\_ Magazine \_\_\_\_\_ A-V items \_\_\_\_\_ Other \_\_\_\_\_

1. Did you read/hear/view the entire work? \_\_\_\_\_ Yes \_\_\_\_\_ No If no, which parts did you read/hear/view? \_\_\_\_\_

2. What do you believe is the main theme of this material? \_\_\_\_\_

3. What is objectionable in the material? (Please be specific, cite pages, parts of program, etc.) \_\_\_\_\_

4. Why do you object? \_\_\_\_\_

5. Do you feel that this item would be of use to some members of the community? \_\_\_\_\_ Yes \_\_\_\_\_ No  
If yes, which members? \_\_\_\_\_

6. In your opinion, is there anything of value about the material? \_\_\_\_\_

7. What do you feel might be the result of reading/hearing/seeing this material? \_\_\_\_\_

8. Are you aware of analysis of this material by professional critics? \_\_\_\_\_ Yes \_\_\_\_\_ No

9. Are you acquainted with the library's material selection policies? \_\_\_\_\_ Yes \_\_\_\_\_ No

10. What action would you suggest in regard to this material? \_\_\_\_\_ Discard \_\_\_\_\_ Put in  
different location \_\_\_\_\_ Purchase material with a different point of view.

**(Please use reverse side for any additional comments)**

Received by \_\_\_\_\_ Date \_\_\_\_\_

### 3. COLLECTIONS

#### **3.4 Request for Reconsideration of Library Material Procedure**

[\[Return to Table of Contents\]](#)

Adopted: 10/10/85, 4/14/98  
Amended: 1/8/91  
Reviewed: 3/10/98

1. Patron complaints about library materials should be referred to the librarian at the Reference Desk.
2. No staff member should comment to the patron on the content of the book/material in question.
3. The librarian on duty at the Reference Desk should give the patron a copy of the "Book Selection Policy" and go over the policy briefly.
4. If the complaint concerns children's materials and the Children's Librarian is available, the librarian at the Reference Desk may contact the Children's Librarian and ask her to meet with the patron.
5. If the patron wants further action taken, he/she should be given a "Request for Reconsideration of Library Materials" form which is kept with other forms at the Reference Desk.
6. The patron should be instructed to complete the form and return it to the Reference Desk.
7. If the patron still has the material in question, he/she should be asked to return the material as the "Request for Reconsideration" can't be processed without the item.
8. The "Request for Reconsideration" form should be directed to the City Librarian.
9. The City Librarian will select two members of the professional staff to serve on a 3-member panel to review the material.
10. The panel will examine the item and the request for reconsideration; consult reviews of the item in standard library review sources; and if appropriate, contact other area libraries concerning their handling of the item in question.
11. A written explanation of the findings of the panel will be sent to the patron by certified mail, "return receipt requested", within two weeks of the filing of the "Reconsideration" form.
12. If the patron's recommendation is not adopted, the written findings will include directions on filing an appeal with the Library Board of Trustees.
13. If the patron files a written appeal and/or request to appear before the Library Board of Trustees, he/she will be invited to address the Board at the next regularly scheduled meeting.
14. If the patron does not wish to appear before the Board, the written appeal will still be addressed.

15. The Board will consider information provided by both the patron and the professional staff and will make a final decision on the material being reconsidered.
16. Written notice of the Board's decision will be sent to the patron by certified mail, "return receipt requested" within 10 days of the Board's consideration of the appeal.

#### 4. PERSONNEL

##### **4.1 Disclosure of Staff Schedules**

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Adopted: 2/9/93  
Amended: 12/8/98  
Reviewed: 5/13/97, 12/8/98, 1/12/99, 12/11/01

1. Staff schedules will not be disclosed to any member of the public.
2. Messages will be taken for staff members who are not present.
3. Requests for staff schedules from spouses, children or other City employees will be referred to the Administrative Secretary.

#### 4. PERSONNEL

##### **4.2 In-Charge Policy**

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[Formerly titled: Administrative Authority]

Adopted: 3/4/91  
Amended: 5/12/92, 5/13/97, 1/9/01, 10/10/06, 11/18/10  
Reviewed: 5/13/97, 1/9/01, 10/10/06, 11/18/10

In the event of a pre-planned absence by the City Librarian, the responsibility for the supervision of the library building and library employees will be assigned in advance to a Senior Librarian. These assignments will be made on a rotating basis.

In the event of an unplanned absence, the responsibility for supervision is automatically assigned to the staff member on the premises who has been employed by the South Pasadena Public Library for the longest period of time in the following order:

Senior Librarian  
Librarian (f/t)  
Administrative Secretary  
Part-Time Librarian—if designated by the City Librarian or a Senior Manager

In the event of an unplanned absence or in cases where the City Librarian is not on duty in the Library, such as at night or on weekends, or while attending outside meetings or during lunch breaks, the responsibility for supervision is automatically assigned to the staff member on the premises who has been employed by the South Pasadena Public Library for the longest period of time in the following order:

Senior Librarian  
Librarian (f/t)  
Administrative Secretary  
Part-Time Librarian—if designated by the City Librarian or a Senior Manager  
Circulation Supervisor  
Library Clerk II (f/t)  
Library Clerk I (f/t)

The staff member in-charge is empowered to make necessary decisions regarding pressing needs, issues, concerns, problems that may occur, however no long-range budgetary or personnel decisions may be made. It is the responsibility of the person in-charge to promptly notify the City Librarian and possibly other staff members of any non-routine decisions that needed to be made. If circumstances allow, the staff member should feel free to consult the City Librarian by telephone.

#### 4. PERSONNEL

##### **4.3 Library Dress Code**

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Adopted: 8/19/2006  
Amended: 5/12/2011  
Reviewed: 5/12/2011

In order for us to have simple guidelines on acceptable attire for Library staff, the following do's and don't's are provided:

- Name badges should be worn by all Library staff.
- Clothing and shoes must be neat, clean, and free from tears.
- Shorts and blue jeans are not allowed, although dress jeans of other colors are allowed.
- No bare midriffs, mini-skirts, spaghetti strap tops, tank top shirts, or other revealing clothing.
- No hats or baseball-type caps.
- No collarless t-shirts.
- No flip-flops or other open toed shoes.
- No clothing with commercial or other non-library related messages.
- Tailed shirts must be tucked in.



#### 4. PERSONNEL

##### **4.4 Volunteer Policy**

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Adopted: 10/9/90  
Amended: 9/14/99, 2/13/01  
Reviewed: 9/8/98, 9/14/99, 2/13/01

It is the policy of the South Pasadena Public Library to encourage residents to contribute their skills as volunteers within the library under designated supervision.

1. Volunteers do not take the place of paid staff nor will they be used at any public service desk.
2. All volunteers will be expected to undergo a brief program of orientation and training provided by the staff and/or experienced volunteers.
3. Volunteers who will work directly with children must undergo fingerprinting by the South Pasadena Police Department prior to starting their volunteer assignment.
4. All volunteers will be recognized annually at the Trustees' Volunteer Recognition Brunch which is held each spring.
5. Community Service volunteers will be assigned according to the provisions of the Community Service Volunteer Policy.
6. Court ordered community service applicants will be considered on a case by case basis and only for residents of South Pasadena. Court ordered applicants must provide a copy of court paperwork stating their violation in order for the application to be processed.
7. The City Librarian has the authority to dismiss any volunteer who proves incompatible or unable to adequately fulfill the volunteer assignment. It is understood that volunteers are donating their valuable time and energy, and dismissal will be used only after all other remedies have been exhausted.

#### 4. PERSONNEL

##### **4.5 Volunteer Background Checks**

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Adopted: 12/9/97  
Amended: 6/11/02  
Reviewed: 6/11/02

In compliance with the California Education Code, Section 10911.5, all potential library volunteers who will be working with the “Grandparents and Books” program or any other program involving direct contact with children in an unsupervised setting are required to submit to background check. The South Pasadena Police Department will fingerprint the potential volunteer prior to his/her starting work at the library. The background check is the same as required by California law for all Parks and Recreation employees and volunteers working with children and is intended to screen out those individuals with criminal backgrounds which would make them a risk for employment with children.

SPPL-Admin

#### 4. PERSONNEL

##### **4.6 Security Clearance Policy for Volunteers to Work with Children**

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Adopted: 7/29/10

All Adult Volunteers and Volunteer Applicants who would be working with children must be fingerprinted and receive a security clearance.

A security clearance can be obtained with the successful passage of an FBI (Federal Bureau of Investigation) and/or DOJ (Department of Justice) fingerprint background check. The passage of the background check does not necessarily mean a particular volunteer or volunteer applicant would be accepted and assigned to work with children.

For those who cannot be cleared by the fingerprint background check because their prints are very worn due to age or other circumstances, successful clearance of a law enforcement background check using name, Driver's License Number, and Social Security Number is required. An applicant whose prints are worn can still receive a security clearance with a successful background check that uses the required personal identifying information. But an applicant who obtains a security clearance without the successful passage of a fingerprint exam must also receive written approval from the respective department head and the City's Human Resources Manager before being approved to work with children.

## 5. PUBLIC SERVICES

### 5.1 Library Card Policy

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Adopted: 9/19/06  
Amended: 6/14/18  
Reviewed: 6/14/18

**Eligibility:** Anyone who wishes to borrow materials from the South Pasadena Public Library is required to have a South Pasadena Public Library card. South Pasadena residency is not required. There is no charge for a first-time library card.

**Application:** Each library card applicant or the parent or guardian must complete and sign a library card application. Adults must present valid identification with verification of current address. A parent or legal guardian must sign a minor's application as well.

**Identification:** Examples of acceptable forms of identification are a valid driver's license, a current California State ID card, an up-to-date student body card, and an active military ID card.

**Proof of Address:** If the acceptable form of ID presented does **not** contain a current address, documentation verifying current address needs to be combined with the ID. Examples of documentation bearing the applicant's name that can be used to verify a current address are a recent rent receipt, pre-printed personal checks, and a recently postmarked letter delivered by U.S. Mail.

**No Limitation:** If acceptable ID is shown at the time of application, the borrower's card will be issued and can be used immediately without limitations.

**Borrowers Under 18:** Minors of any age are eligible for a library card in their own name as long as a parent or legal guardian completes and signs the application and shows ID with proof of current address at the time of application. By signing the application the parent or legal guardian accepts responsibility for all material checked out on the minor's card.

**Teachers and Classes:** Teachers with School ID can apply for Educator Cards that permit longer loan periods and extended borrowing limits. Teachers scheduling class visits are encouraged to consult with a Children's Librarian beforehand about the guidelines for registering multiple students with parentally signed applications during the visit.

**Signature Statement – Library Card Application:**

*"I agree to comply with the rules of the South Pasadena Public Library and to accept financial responsibility for all items borrowed on this card."*

**Replacement Cards:** Cards whose barcodes cannot be read due to wear will be replaced free of charge. A replacement fee of \$3.00 is charged for all cards that have been lost or stolen.

**Lost or Stolen:** Library cards should be safeguarded as would any other credit card. Lost or stolen cards should be reported to the library immediately. Once reported, a block will promptly be placed on a missing card. A new card will be needed in order to check out materials.

## 5. PUBLIC SERVICES

### 5.2 [Patron] Confidentiality Policy

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[Replaces: Policy on the Confidentiality of Library Records]

Adopted: 8/12/97  
Amended: 3/11/03, 11/14/06  
Reviewed: 3/11/03, 11/14/06

The South Pasadena Public Library's commitment to the confidentiality of patron information is rooted in the law, as well as the long-standing practices of the library profession. In accordance with the American Library Association's *Code of Ethics*: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted."

Pertaining to the Library's registration and circulation Records, Section 6267 of the "Public Records Act" of the *California Government Code* stipulates: "All registration and circulation records of any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed to any person, local agency, or state agency except as follows:

- By a person acting within the scope of his or her duties within the administration of the library
- By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records
- By order of the appropriate superior court.

The South Pasadena Public Library does not create unnecessary records and only retains information needed. The Library does not engage in practices that would compromise the confidentiality of patron records. The Policy on the Confidentiality of Library Patron Records shall comply with applicable federal, state and local laws. Although the Library must keep information on such items as overdue and lost materials, and outstanding fines, and payments of patron accounts, these records are kept secure and are purged from the Library's computer system when no longer needed for library business purposes. Paper records containing personal information such as names, addresses, and phone numbers, are shredded once added to the computer system. Only library staff and authorized volunteers shall have access to personal data stored by the Library. All Library staff members and volunteers working with personal records will sign agreements on the confidentiality of library records.

All personal patron information is kept confidential and will not be disclosed to any third party unless the Library is compelled to do so under the law. This privacy protection includes database search records, reference interviews, circulation records, interlibrary loan records and other personally identifiable uses of library materials, facilities, or services. Records will be made available in the event that a duly authorized request is received from a law enforcement agency. Any court order, warrant, or subpoena presented to the Library shall be forwarded to the City Librarian and then to the City Attorney for review prior to any action being taken if the laws governing the particular type of court order, warrant, or subpoena so permit.

Individuals wishing to update or verify the accuracy of personal information may do so at the Library's Circulation Desk. To ensure the security of personal data, verification of identity will be required in the form of a valid I.D. such as a driver's license, passport, etc. The purpose of accessing and updating personal information is to ensure that library operations function properly. These functions include the notification of the availability of reserved or Interlibrary Loan items, reminders of overdue materials, etc.

In order to ensure that patrons' records are private, the Library requires patrons to have their library cards in order to access their account information -whether online, by phone, or in person. The lone exception is when a patron uses a form of acceptable ID and pays the fee to have their card number retrieved. Except when required by law or to fulfill an individual user's service request, the Library will not disclose any personal data collected from patrons. The Library does not sell or lease patrons' personal information. South Pasadena Public Library will not share data on individuals with third parties unless required by law.

When Library staff phone a patron about a reserved item, account information, such as a book's title or subject matter, will only be released if the person on the other end of the line has the library card number.

If a patron is trying to help a family member or infirm friend we will only provide account information if they have the other person's card. The only exception to this is when an outside party wants to pay all or part of the debt owed on another's library card. In this situation, staff can look up the patron record and provide only the amount owed and collect a payment. No other information can be given out without the library card.

Only the City Librarian or a designee is authorized to receive or comply with requests from law enforcement officers. Library records will not be made available to any agency of the state, federal, or local government unless the Library is served with a subpoena, warrant, court order, or other authorized request that requires legal compliance.

Confidentiality rules also apply to children's information. In order for the Library to provide information about a minor's account, a parent or guardian must have their child's card number (online or by phone), or if they are here in person, they must present the child's card or provide valid identification verifying that they are the parent who accepted responsibility for their child by co-signing the card.



**South Pasadena Public Library**

**1100 Oxley Street**

**South Pasadena, CA 91030**



**Staff and Volunteer Agreement on Confidentiality of Library Records**

I understand that it is the policy of the South Pasadena Public Library to protect the privacy of those who use the Library. I agree to hold all information about library patrons, including the resources used in strict confidence and to access this information only while performing my library duties. I have read and understand the attached Policy on Confidentiality of Library Records and will keep the copy for my records.

---

Print Name

---

Signature

---

Date

(circle as appropriate)

Staff

Volunteer



## 5. PUBLIC SERVICES

### 5.3 Community Room Policy

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Adopted: 5/11/82  
Amended: 5/13/86, 7/14/87, 5/10/88, 6/14/88, 4/10/90, 7/9/91, 6/9/92, 9/13/94, 11/14/95,  
10/8/96, 4/13/99, 6/14/99, 7/13/99, 8/10/99, 11/14/00, 3/12/02, 5/11/04, 8/9/05,  
3/11/08, 1/14/10, 3/15/10, 5/17/1, 6/14/18  
Reviewed: 3/12/02, 5/11/04, 8/9/05, 1/14/10, 3/15/10, 5/17/16

**Availability:** The Community Room is available to be rented by all non-profit groups/organizations, businesses, and individuals when not in use for Library or City activities. The room is not available for private receptions or parties, or meetings which are commercial or involve heavy activity; or arts and crafts activities presenting risk of damage to the carpet and furnishings. When questions arise regarding the application of this policy, the City Librarian and/or the Library Board of Trustees will make final determinations. The Library reserves the right to deny requests. Use of the room does not constitute endorsement by the Library.

**Hours:** 7:00 A.M. to 10:00 P.M. daily, including weekends and holidays.

**Room Capacity:** The Community Room has available seating for up to 150.

**Reservations:** A written application is required of all groups and individuals using the Community Room. Application forms are available at the Library Reference Desk and Administrative Secretary's office during open hours and on the Library's website. Applications must be submitted to the Administrative Secretary. Reservations can be made for individual events up to one year in advance. Groups wishing the use the Community Room annually must renew their application yearly. Renewal applications must be filed each year by November 1<sup>st</sup>. Reservations will be considered firm when a completed application has been approved. The room may not be used more than two times per month for on-going groups.

**Fees:** Fees for the use of the room vary based on profit or non-profit status of the organization. An individual rate is also available. No admission, registration or membership fee can be charged by users unless written approval is provided by the Library. Library non-affiliated groups need to submit a written request to fundraiser to the Library Board of Trustees at a regularly scheduled meeting. Fund-raising activities generally are not allowed without written permission by the Library. Admission fees and/or the conducting of sales or other fundraising activities are not allowed without the expressed permission of the Library Board of Trustees except for Library affiliated groups such as the Friends of the South Pasadena Public Library or the Restoration Concert Committee. Waiver of any fees is at the discretion of the City Librarian or the Board of Trustees. Please see application for charges.

**Responsibility:**

- Groups using the room are responsible for maintaining the order and cleanliness of the room and its furnishings and equipment. The renter is liable for any damages. Groups must leave the room in good condition for the next group.

- Misuse of the Community Room or its contents and/or disregard for this Policy will be grounds for cancellation of Community Room privileges.
- The responsible party submitting the application is responsible for knowing the rules governing the facility and for communicating these rules to the members using group.
- Smoking is prohibited within the building and throughout the Library Park.
- Candles and incense are also prohibited.
- Cooking cannot be done in the facility nor can meals be served which would require a sink or other kitchen equipment.

**Equipment and Furniture:** The Community Room contains chairs, tables, display panels, a movie screen, a podium, an LCD Projector, a DVD player, an overhead projector, a slide projector, sound system and piano. For microphones, LCD projector, DVD player, overhead projector and/or slide projector, a request for use must be made in advance. No other equipment or furniture can be provided by the Library. Please refer to application for fees.

**Access After Hours:** If the Community Room is to be used when the Library is closed, advance arrangements must be made with the Administrative Secretary or Reference Staff. Because of the Library's security system, the Community Room can be entered only at the times approved on the application. All members of a group and its audience must exit the building at the time designated on their application (in all cases, no later than 10:00 p.m.) excluding official City use.

**Keys for after hour access:** Keys are available from Library Administration, Monday through Friday from 10 a.m. to 5 p.m., or at the Library's Reference Desk during regular hours. Only the Responsible Party (person signing the application) or their assigned representative may pick up the keys. Under special circumstances, keys may be issued up to 24 hours in advance at the discretion of Library Administration. Keys must be returned to the key box next to the Community Room light switches when done.

**Alcohol Policy:** While the Library permits alcohol to be served in the Community Room, appropriate restraint must be used both by those serving alcohol and by guests consuming alcohol to ensure the safety of property and all participants. In light of this purpose, the following rules apply.

- **Deposit:** If any user of the Community Room intends to serve alcohol at an event, the user will provide a deposit in the sum of \$250 to cover damages although the user is also responsible to cover additional damages which may exceed \$250. A refund of monies not used to cover damages will be made. No deposit will be required of any City agency or official, nor the Friends of the South Pasadena Library or any other adjunct organization associated with the Library.
- **Insurance:** Users of the Community Room who will be serving alcohol must provide insurance coverage as determined by the City's current requirements. If the user's insurance cannot meet this requirement, a one-day special events policy must be purchased from the City. The insurance fee is based upon the type of event and number in attendance.
- **Forms of Alcohol Permitted:** The only forms of alcohol that may be served in the Community Room are beer and wine. No "hard liquor" may be served.
- **Sale of Alcohol Prohibited:** There shall be no sale of alcohol in the Community Room by any user thereof.
- **Miscellaneous**

1. Alcohol may not be served during set-up time (i.e., prior to the scheduled start time of the event), and service of any alcoholic beverages must end one hour before the time slated for the event to end (and in any case no later than 10 p.m.).
2. Alcohol may not be served to anyone under age 21. Failure to comply, monitor, and enforce this prohibition is grounds for terminating the activity and forfeiting all deposits and fees. Injuries caused to any person or damage to City property as a result of alcoholic beverages being served to and/or consumed by a person under age 21 on Library premises shall be the sole responsibility of the organization, its sponsor, or the adult representative.
3. Alcohol is only permitted in the Community Room itself. Alcohol may not be served or consumed in the adjacent park, balconies, or on the Community Room entrance patio and steps.
4. Additional staff may be required at an event at which alcohol is served. The cost of any additional staff is the responsibility of the user and will be included in the rental fee charged to the user.

## 5. PUBLIC SERVICES

### 5.4 Ray Bradbury Conference Room Policy

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Adopted:

Amended: 9/12/00; 10/8/02, 12/10/02, 5/15/03, 11/10/03, 4/10/16, 7/8/2021

Reviewed: 9/12/00; 10/8/02, 12/10/02, 11/10/03, 11/9/04, 10/10/06

1. The Ray Bradbury Conference Room is available free of charge to library patrons when not in use for Library/City purposes. Library and City sponsored programs and activities have priority.
2. All rules in the Library Code of Conduct apply when using the Conference Room.
3. Maximum capacity not to exceed 19.
4. The room is available daily on a first come, first served basis.
5. The room may be used for 1 hour per day by individuals or groups, however if there is no reservation immediately following, users may continue to occupy the room until the next reservation.
6. Reservations are made at the first floor service desk.
7. Users must not disrupt or interfere with library operations or other library customers, for example, frequent coming and going, excessive noise.
8. Windows/sliding glass doors must remain closed and locked.
9. Door must be closed when room is in use and closed upon exit.
10. Non-compliance with rules or policies may lead to expulsion. Non-compliance by one member of a group may lead to the expulsion of all members.

Date: \_\_\_\_\_

**South Pasadena Public Library  
Ray Bradbury Conference Room Sign-up Sheet**

Rules and regulations for the Conference Room are posted on the conference table. Please review the rules as infractions will result in loss of Conference Room privileges for you and your entire group. All members of a group must sign in at the beginning of the hour. No additional people may be added during the hour. Eight (8) students maximum.

<b>Time</b>	<b>Name</b>	<b># in Group</b>
<b>10:00 am</b>		
<b>11:00 am</b>		
<b>12:00 am</b>		
<b>1:00 pm</b>		
<b>2:00 pm</b>		
<b>3:00 pm</b>		
<b>4:00 pm</b>		
<b>5:00 pm</b>		
<b>6:00 pm</b>		
<b>7:00 pm</b>		
<b>8-8:30 pm</b>		

## 5. PUBLIC SERVICES

### 5.5 Internet and WI-FI Acceptable Use Policy

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Adopted: 6/8/99  
Amended: 8/13/02, 8/9/05, 9/19/06  
Reviewed: 8/13/02, 8/9/05, 9/19/06

**The Internet and the Library's mission:** In response to advances in technology and the changing needs of the community, the South Pasadena Public Library endeavors to develop collections, resources, and services that meet the needs of South Pasadena's diverse population. It is within this context that the South Pasadena Public Library offers access to the Internet and acknowledges that the Library's endorsement of the Library Bill of Rights, Freedom to Read and Free Access to Libraries for Minors applies to electronic information as well.

**The Nature of Information on the Internet:** The Internet is not controlled or governed by any single entity, hence, the South Pasadena Public Library cannot verify accuracy, timeliness, usefulness, validity of information, availability of sites, or content of information found on the Internet. As with other sources, patrons themselves must evaluate the information. Availability of information via library terminals does not constitute the library's endorsement of the information. If a patron believes that information obtained from the Internet is inaccurate, illegal, or offensive, the patron is advised to contact the original producer or distributor.

**Statement of Parental/Guardian Responsibility:** The South Pasadena Public Library's policy is that parents or legal guardians are responsible for deciding what library resources are appropriate for their minor children. As with other library resources, supervision or restriction of a child's access to the Internet remains the responsibility of a parent or guardian. For children under the age of 13, a signed parental permission slip is required before Internet access will be made available. It is recommended that parents and children attend the Internet training class offered on a monthly basis by the Children's Department. More information on children and the Internet can be found in *Librarian's Guide to Cyberspace for Parents and Kids* by the American Library Association (<http://www.ala.org/parentspage/greatsites/guide.html>) and in *Child Safety on the Information Highway* from the National Center for Missing and Exploited Children (call 1-800-843-5678 for a free copy) or access online at <http://www.missingkids.com>.

**Acceptable Use and Disclaimer:** All users of electronic resources are to act in a responsible and ethical manner, consistent with the educational and informational purposes for which they are provided. In accordance with federal and state laws and regulations, patrons of all ages are not permitted to use terminals for any illegal or criminal purpose, including, but not limited to, accessing legally obscene materials, harassment or stalking, unauthorized access to computer systems, or in a manner that disrupts the work of other patrons. The Library staff member may immediately end a customer's Internet session if material is displayed that is inappropriate to a public library setting where people of all ages and sensitivities congregate. Inappropriate materials include but are not limited to pornography and visual content that is sexually graphic or features nudity or extreme violence.

The library expressly disclaims any liability or responsibility arising from access to or use of information obtained through electronic information systems, including any activities by a user found to be illegal. Patrons who violate policies risk losing their computer and library privileges.

**Wireless Access:** The Library established wireless access to the Internet for laptop users to enhance and expand access to this important tool in the library. Laptop users with a wireless network connection can use the Library's wireless access to browse the Internet. Wireless users are expected to adhere to the Library's Internet Use Policy and violations of our policy will result in the loss of library and computer privileges. The Library does not monitor the use of the Internet by laptop users. Parents need to be aware that wireless access is free and unrestricted.

**Access and Privacy Restrictions:** It is likely that the number of Internet terminals will never equal demand. Access restrictions and time limits are essential for equitable and orderly use. The library reserves the right to enforce time limits, to limit the number of users per terminal and to charge for printing. Due to the location and configuration of terminals, patrons' privacy cannot be ensured.

**Staff Internet Assistance:** Librarians are only able to provide brief help on basic computer use. Lengthy one-on-one tutorials are not possible due to staffing constraints. We highly recommend that new users inquire about our Internet training class which is offered on a monthly basis.

**Additional Information:** For more detailed information, patrons should request a copy of *Internet Procedures for Children* and the *Internet User's Agreement*.



## **SOUTH PASADENA PUBLIC LIBRARY**

**The following rules apply to public use of Library Internet Computers and the use of WI-FI in the Library or on Library Grounds.**

### **ALL USERS MUST READ AND AGREE TO THE FOLLOWING BEFORE STARTING AN INTERNET SESSION:**



1. The Library Staff member may immediately end an Internet or WI-FI session if material that is inappropriate to the Library setting is displayed. Inappropriate materials include, but are not limited to pornography and visual content that is sexually graphic or features nudity or extreme violence.
2. Users shall respect the rights, privacy and sensitivities of others and refrain from reading the screens of others or interrupting them during their sessions.
3. Users will not use the Internet for any purpose that violates the United States, State or local laws, to transmit threatening, obscene, or harassing materials, or to cause disruption to others in any way.
4. Users will refrain from altering, abusing, destroying or defacing Library Internet equipment, software materials or data. Patrons will also avoid any action that damages or disrupts a computer system. Patrons will not introduce computer viruses or destructive programs into the workstations. (CA Penal Code, Sec. 502 et. Seq.).
5. Users may not illegally copy copyrighted software.
6. No more than one person at a time can use an Internet terminal due to space constraints.
7. Minor users (under the age of 18) must return and sign the **"Internet User's Agreement"** form. Minor users under the age of 18 will need to have a parent or legal guardian sign the agreement for them. For users under the age of 13 both the user and the parent or legal guardian must sign the Internet User's Agreement in the presence of Library staff. For users between the ages of 13 and 18 a letter will be sent to parents informing them that their child has requested use of the Internet. All signed forms will be kept on file.

**In addition to the above, please be advised that the Internet terminals automatically turn off 5 minutes before closing time and Library staff is not available to provide in-depth training on the use of the equipment. The Library is not responsible for protecting Internet users from inaccurate or offensive material.**



## **SOUTH PASADENA PUBLIC LIBRARY**

### **Internet Procedures for Children**

1. Children and their parents must read and sign the *Internet User's Agreement* before accessing the Internet from the library. This agreement includes rules of use and consequences for misuse. Parents may choose to give their child unlimited Internet access, no Internet access, or access to the Internet only when accompanied by the parent.
2. The Internet workstation will be available in the Children's Department only when a Children's Librarian is on duty. Regularly scheduled times are Monday through Saturday from 1:00 PM to 5:00 PM or by appointment for groups.
3. Parents are urged to use the Internet with their children. Staff is available only to help with hardware and software problems and not to monitor children's use of the Internet.
4. The Internet workstation in the Children's Department is available for use only by children and their supervising parent or guardian.
5. Parents and children using the Internet workstation in the Children's Department must register with the Children's Librarian and present their South Pasadena Public Library card when registering.
6. Time on the Internet workstation in the Children's Department is limited to ½ hour per day per child.
7. Children are urged to take an "Internet Driver's Education" course to obtain their official "Internet Driver's License". Classes are offered once a month.
8. The class will include information on:
  - Road Safety - how to navigate safely
  - Driver Courtesy - Responsibility, copyright issues
  - Road Rules - License responsibilities and consequences on the Internet in the Children's Department (*Internet User's Agreement*)
  - Navigation - What is the *World Wide Web*, decoding web addresses, using search engines, exploring pages and tools
  - Information Literacy - Evaluating information, formulating questions, looking for accurate and complete information, identifying the source of the information, developing search strategies, accessing information, organizing information, using the information
  - Good sites to visit

### **Staff Procedures for Children's Internet**

1. If a child appears to be under 13 years of age:

- Ask if he/she has signed the User's Agreement.
  - If the answer is "yes", check the library card for the "I" stamp.
  - If they do not have their card, they are not able to use the Internet.
  - If they have not signed a User's Agreement, ask them to bring their parent to the desk.
  - Go over the User's Agreement with the parent and the child. Be clear that the library does not use any filtering software. \*\*If the parent asks why we do not have filtering software, explain that (a.) filtering software may block access to sites that contain useful information and (b.) Filtering software is not fail-safe, a child may be able to work around it. The library does not want to give parents a false sense of security.
  - Have both parent and child sign the User's Agreement. Check to be sure that the names are legible. Place the form in Maida's box for filing. Forms are filed in a notebook on top of the filing cabinet in the Children's Office.
  - There are three choices for Internet access:
    - a.) Full access - librarian stamps "I" on the back of the child's library card.
    - b.) Access only when parent is present - librarian stamps "I" on parent's card.
    - c.) No Internet access - parent does not sign the form - librarian does not stamp the card - nothing is given to Maida - library does not track or monitor.
2. If the child is between 13 - 18 years of age (ask for proof):
- Have them read and sign the User's Agreement. Be sure the information is complete and legible.
  - Make sure they understand that a letter will be sent to their parents informing them that the child has requested Internet access.
  - Give the signed User's Agreement to the Administrative Secretary so that she can mail the standard letter to the parents.
  - Stamp "I" on the back of the library card to indicate that the User's Agreement has been signed.

Admin. 6/3/99



# SOUTH PASADENA PUBLIC LIBRARY



## INTERNET USAGE AND USER AGREEMENT

The South Pasadena Public Library provides free Internet access for the informational, educational, and recreational benefit of our patrons. The Library does not monitor and has no control over the information on the Internet and cannot be held responsible for its content. Restriction of a child's access to the Internet is the responsibility of the parent/legal guardian as with other library materials. Wireless Internet access is available throughout the Library and a library card is not required to use this service. Parents/Guardians, please be aware that the Library provides unfiltered Internet access and staff cannot monitor Internet usage of minors.

**Internet Overview-** The user understands that the South Pasadena Public Library does not condone, authorize or permit any person to receive materials over the Internet that may be classified as indecent or obscene or which are unlawful. Library staff is not able to provide in-depth training on the use of the equipment.

**Internet Time-** A user's valid South Pasadena Public Library card is required to sign-up for PC Internet access. Time on the Internet is limited to a total of three sessions per day per user (consecutive or not). Users may use either the 30 minute Internet terminals or the 15 Minute Express Internet terminal or a combination of both for no more than 90 minutes per day. A user may only sign-up (in-person) for the current day. If the user does not sign in within 5 minutes of the reserved time, the reservation will be automatically cancelled but the user may sign up for a later time if space is available. Additional productivity software is available on the Internet PCs.

**Printing-** A copy card must be purchased in order to print from a terminal.

**Inappropriate Usage-** Misuse (determined by the Librarian-in-Charge) of the computers or Internet access procedures will result in loss of computer and library privileges. Users may not illegally copy copyrighted software. The user agrees not to use their own software programs and not to download any information onto the hard drive of the computer.

**Inappropriate Material-** The Library staff member may immediately end an Internet or WI-FI session if material that is inappropriate to the Library setting is displayed. Inappropriate materials include, but are not limited, to pornography and visual content that is sexually graphic or features nudity or extreme violence. Users will not use the Internet for any purpose that violates the United States, State or local laws to transmit, threatening, obscene, or harassing materials, or to disrupt others.

**Library Equipment-** Users will refrain from damaging equipment, or altering software, materials or data. Users will also avoid any action that damages or disrupts a computer system. Users will not introduce computer viruses or destructive programs into the workstations.

**Terminal Usage-** Users shall respect the rights, privacy and sensitivities of others and refrain from reading their screens or interrupting them during their sessions. No more than one person at a time at an Internet terminal.

**Closing-** Internet terminals automatically turn off 5 minutes before closing time.

### Internet Agreement —

- All Internet users — must use a library card to log-on for Internet use.
- A User from age 13 to 18
  - Should show his/her library card to the Librarian at the Reference Desk when first applying to use an Adult Internet computer.
  - On future occasions, the minor should proceed directly to the Adult sign-up computer with his/her library card to use the Adult Internet computer. The minor can also ask for help at the Children's desk to use the Internet computer in the Children's room.
  - A letter will be sent to the parent/legal guardian informing them that the minor is an approved Internet user.
- For users under 13
  - A parent/legal guardian must accompany the child and sign below in the presence of a Library staff member when first applying for their child to use the Internet. The child is also then approved for subsequent use of an Internet computer.

Thank you for your cooperation.

The user agrees to comply with all of the terms of this Internet User's Agreement by signing below:

Today's Date: \_\_\_\_\_ User's Birth Date: \_\_\_\_\_

Parent's/Legal Guardian's signature is required for users under 13 years of age.

(Please print)

(Please print)

User's Name \_\_\_\_\_ Parent's/Legal Guardian's Name \_\_\_\_\_

User's signature \_\_\_\_\_ Parent's/Legal Guardian's Signature \_\_\_\_\_

Address \_\_\_\_\_  
 Number Street City State Zip Code

Phone # \_\_\_\_\_ User's Library Card # \_\_\_\_\_

Revised: 1/07 (Reference)

## 5. PUBLIC SERVICES

### 5.6 Library Rules of Use and Behavior

[\[Return to Table of Contents\]](#)

[Replaces Policy on Rules and Regulations]

Adopted: 7/89, 8/10/04  
Amended: 3/14/00, 8/10/04  
Reviewed: 3/4/91, 10/13/98, 3/14/00, 8/10/04

#### **Purpose:**

To establish the rules for use of the library and to thereby ensure that all Library users have a rewarding and pleasant experience at the Library.

#### **Policy:**

The South Pasadena Public Library and the Board of Library Trustees welcome you to read, write, research, study, and reflect in safe, clean, quiet surroundings.

To ensure that all Library users have a pleasant experience, all visitors are asked to observe the rules below.

#### **Please respect the right of everyone in the Library to enjoy a safe, pleasant environment.**

- Abide by Library rules (Borrower's Agreement, Computer Use Guidelines, etc.).
- Obey all applicable federal, state, and local laws (e.g., use in the Library of cigarettes, alcohol, illegal substances, etc.).
- Report inappropriate or questionable behavior immediately.
- Shoes and shirts are required.
- Petitioning, selling or soliciting by the public is prohibited in the Library.
- Turn off, set to silent or disable any audible devices or equipment before entering the Library (cellular phones, pagers, radios, etc.).
- Strive to keep noise levels down. Honor the privacy rights of others.
- Leave all food and drinks outside the Library (secured water bottles excepted).
- Refrain from behaving in a disruptive, threatening, or abusive manner.

#### **Please keep your Library a safe place.**

- Keep personal items with you - the Library is not responsible for lost or stolen items.
- Children (under the age of 11) must be under the direct supervision of an adult at all times.
- Avoid activities that could cause injury to you or others-such activities are not allowed in the Library or on Library grounds.
- Secure bicycles, motorized scooters, wagons, etc., in the rack provided outside.
- Library entrances, exits, or aisles may not be blocked.
- Do not use sports equipment in the Library (e.g., skates, skate- boards, balls, etc.)
- Skateboards, roller skates and razor scooters must be in a backpack or skate bag.

#### **Please use your Library appropriately and with respect.**

- Use the Library's facilities, materials, and furnishings as intended. Malicious damage and/or destruction of Library materials or property are a violation of **California Penal Code Section 594**.
- Library telephones are for City business only; a public telephone is available outside the Library.
- Only animals assisting people with disabilities are allowed in the Library.
- Exhibiting harmful matter to minors is a misdemeanor, whether in print or on a computer screen. Please remember this is a public environment. (**California Penal Code Section 311.11**)

The Library retains the right to take any necessary action to ensure a safe and enjoyable environment for everyone. INDIVIDUALS WHO DO NOT COMPLY WITH THESE RULES MAY BE EXCLUDED FROM THE PRIVILEGES OF THE LIBRARY.

## 5. PUBLIC SERVICES

### 5.7 Library Code of Conduct

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[Formerly titled: Policy on Disruptive Behavior]

Adopted: 12/88, 9/8/98, 6/9/03

Amended: 8/11/98; 9/8/98; 8/21/01; 9/19/06; 1/12/17; 1/10/19

Reviewed: 3/4/91; 4/8/97; 8/11/98; 9/8/98; 8/21/01; 5/13/03; 6/9/03; 9/19/06; 1/12/17; 1/10/19

The users of the South Pasadena Public Library have the right to expect the facility to be a clean, safe, and accommodating place for reading, writing, doing homework or research, drawing, browsing for Library materials; quietly conferring with others, including Library staff; and attending programs and meetings. Visitors are urged to report disruptive behavior so that appropriate steps can be taken. The Library thanks its valued visitors for their cooperation.

**Respect Toward the Library, Its Staff, and Other Patrons** is required at all times. Everyone has a right to quality library services and an atmosphere that is safe and free of disturbances from others. These position policies include:

- Shoes and shirts must be worn in order to protect health and safety.
- Please, no loud talking or shouting.
- Eating, drinking, and chewing gum are not allowed in the Library. Capped water bottles are acceptable.
- Damaging or destroying Library materials, equipment, or property is prohibited.
- The Library is a smoke-free environment. Vaping, e-cigarettes or other uses of tobacco are not allowed inside the Library.
- No unruly behavior, such as running, jumping, hitting, wrestling, or other aggressive actions or statements.
- No use of sports equipment in the Library.
- Skateboard, roller skates, and scooters must be in a backpack or skate bag (available at the Checkout Desk).
- Sleeping (except for children under the age of four years) is not permitted in the Library.
- Loitering is not allowed in the Library or on its property. The public must leave at closing time except when using the Community Room after hours. For purposes of this policy, Loitering is defined as remaining in the Library building or Library grounds for a protracted time without any Library-related purpose, including reading, studying, writing, researching, drawing, looking at or checking out materials, visiting the Friends Bookstore, using a computer or attending a Library approved or scheduled meeting, program or event.
- Commercial solicitation, selling, and panhandling are prohibited.
- Animals are prohibited, except for trained and certified service animals for the disabled, or animals used in Library programs.
- Verbal or physical abuse or sexual harassment of Library users or staff is prohibited.
- No illegal behavior of any type.
- No more than 4 people per table. No chair may be occupied by more than one person. Each person at a table is to be seated while at the table.

- Seating infants or children on desk, counters or tables is a safety hazard and not permitted.
- Placing feet on tables, tipping back in chairs and scratching or any other activity which defaces, mars or otherwise damages Library furniture, facilities or equipment is considered abuse and is not permitted.
- No person may sit or lie upon Library furniture or carpeting while wearing clothing that is soiled in such a manner that it is likely to soil or stain the furniture or carpeting.
- A person whose personal hygiene is offensive, including odors, so as to disturb a reasonable person and interfere with or impair the ability of other visitors to use the Library facilities will be asked to leave the Library.
- Public restrooms are not to be used as bathing facilities.
- Individuals may not reserve seats and may not leave their materials unattended from more than 15 minutes. Materials left longer than the time limit may be removed by staff. The Library is not responsible for loss of any personal possessions.
- No tampering with or destroying computer equipment or files.
- Weapons including, but not limited to, guns and knives, are not allowed in the Library or on Library grounds.

PLEASE ALSO REFER TO “INTERNET AND WI-FI ACCEPTABLE USE POLICY”

**Bicycles, Boards, Scooters, etc.**

- Bicycles are not allowed in the Library. They should be locked in the bike rack outside.
- Skateboarding, roll skating, or riding scooters are not permitted in the Library or on Library grounds.
- Sleeping Bags, bedrolls, blankets, large boxes, shopping carts, and large backpacks are not allowed in the Library.

**Harmful Substances**

No possessing, being under the influence of, or using alcohol or controlled substances including, but not limited to, marijuana in any form, on Library premises.

**Personal Appliances**

Personal appliances such as smartphones or cellphones, tablets, computers, cassette players, laptops, and calculators may be used as long as the noise level is low and use does not interfere with others. Cellphones and pagers should be turned off or switched to a low or non-audible signal and answered outside the Library.

**Printed Postings, Political Campaigning, and Religious Proselytizing**

No printed matter can be posted or given out inside Library without staff permission. Political campaigning and religious proselytizing are not permitted inside the Library proper, although meetings in the Community Room that are sponsored by outside organizations are not subject to this policy. Gathering signatures for petitions within the Library is prohibited.

**Children Under 11**

Children under 11 must be accompanied by an adult. Staff is not responsible for unattended children. Parents are responsible for ensuring the appropriate behavior of their children while they are in the Library.

**Teen Room**

Due to space limitations, the study tables and chairs in the Teen Room are reserved for the use of persons age 18 and under.

**PERSONS UNABLE OR UNWILLING TO STOP UNACCEPTABLE CONDUCT WILL BE ASKED TO LEAVE. After proper warning to desist, the Library Director or designee may exclude for the duration of the business day any person violating these rules and standards. The Library Director may suspend any person's use of the Library for repeated violations of this policy for periods of up to one year, pursuant to SPMC § 2-78.5.**



## 5. PUBLIC SERVICES

### **5.8 Procedure for Patrons Exhibiting Disruptive Behavior (Adults or children)**

[\[Return to Table of Contents\]](#)

[Replaces: Disruptive Behavior Policy]

Adopted: 9/19/06

Amended:

Reviewed:

- When dealing with disruptive patrons, staff should always work in pairs.
- Two staff members should approach the patron and indicate that he/she is causing a disturbance. Explain what behavior must cease and, if possible, suggest ways in which change might be made. Never attempt to physically touch or restrain a patron.
- Tell patron that this is a warning and that the next step will be dismissal from the library for the remainder of the day if the behavior does not cease.
- If patron continues to create a disturbance or if disruptive behavior resumes, tell the patron to leave the building immediately for the remainder of the day. Follow through to ensure that he/she does leave the building. Inform circulation staff that the person is not to return.
- If patron refuses to leave, returns after leaving or is perceived to be threatening or dangerous, call the South Pasadena Police Department dispatch at ext. 297 or in an extreme situation, call 9-911.
- If the disruptive patron is a child under the age of 11, attempt to locate a parent/caregiver within the building. Explain the disturbance and remind the parent/caregiver that the library is not responsible for unsupervised children. Note that if the behavior continues, both parent/caregiver and child will be asked to leave for the remainder of the day. Give the parent/caregiver a copy of the "Policy on Unsupervised Children" and the "Policy on Disruptive Behavior".
- If the disruptive patron is a child under the age of 11 and you are unable to locate the parent/caregiver in the library, follow the procedure for dealing with an unsupervised child under the age of 11.
- If the disruptive patron is an unsupervised child over the age of 11, follow the procedure for adult disruptive patrons given above.
- Library staff cannot assume responsibility for the behavior of people outside the library building. If patrons complain of disruptive behavior outside the building, or if staff should become aware of such behavior, the reference librarian will call the South Pasadena Police Department at ext.

297 or 9-911 depending on the severity of the situation. Document the incident by completing the library's "Incident Report" form and send to the City Librarian.

Date \_\_\_\_\_

Dear Parents or Guardians,

The South Pasadena Public Library welcomes your child's use of the library. However, the library is not an after-school or day-care facility, and we cannot take responsibility for individual children. Library policy states that children under the age of 11 may not use the library unless accompanied by an adult (age 18 or older) and that all patrons, regardless of age, must use the library appropriately.

Your child's recent behavior in the library disturbed library users or prevented library from helping others. For this reason, we are enclosing a copy of our Policy on Unsupervised Children and a copy of our library rules of behavior. We request that you read and discuss them with your child. If you wish to discuss the policy or have any questions about your child's behavior, please contact me at (626) 403-7330.

To assist you in planning a safe and pleasant visit to the library, we recommend that:

- \* Children bring library cards for each visit.
- \* Toddlers and preschoolers stay with their parents in the library.
- \* Children are reminded about proper behavior before visiting.
- \* You plan a visit of reasonable length.
- \* All children know their full name, address and telephone number.
- \* Older children know your full name, the full name of the company where you work and your work telephone number.
- \* Children have sufficient money to place a call from a pay telephone or know how to place a collect call to you.

Thank you for your cooperation. We look forward to seeing you and your child together at the library.

Sincerely,

\_\_\_\_\_  
City Librarian

Date

Dear Parents or Guardians,

The South Pasadena Public Library welcomes your child's use of the library. However, the library is not an after-school facility, and at times, we are forced to take disciplinary measures with disruptive pre-teens and teenagers.

Your children's recent behavior in the library disturbed other users or prevented library staff from helping others. It was, in fact, necessary for staff to speak to your pre-teen/teenager several times. For this reason, we are enclosing a copy of our library rules of behavior for your information. We request that you read and discuss them with your pre-teen/teenager. If you wish to discuss the policy or have any questions about the specific disruptive behavior, please contact me at (626) 403-7330.

Should your pre-teen/teenager continue to act in a disruptive manner, it may be necessary to terminate his/her library privileges. We sincerely do not wish to do that so we are asking for your help in controlling your pre-teen/teenager's behavior. We look forward to working with you to instill respect for the library and the rights of others in the minds of our young people. Thank you for your cooperation.

Sincerely,

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City Librarian

## 5. PUBLIC SERVICES

### 5.9 Policy on Unsupervised Children in the Library

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Adopted: 12/88, 9/8/98, 6/9/03

Amended: 4/8/97, 8/11/98, 8/21/01, 5/13/03

Reviewed: 3/4/91, 4/8/97, 8/11/98, 9/8/98, 8/21/01, 5/13/03, 6/9/03

The library is dedicated to providing free access to information to the entire community in a safe and pleasant library environment.

Children are welcome in the library and encouraged to use its resources and services. The library is not, however, an after-school or day-care facility. The library cannot assume responsibility for the care and safety of unsupervised children. In the best interests of the children, parents should make regular after-school or day-care arrangements for children who cannot go home after school. A list of local resources is available from the children's librarian.

#### **During open hours:**

Children under the age of 11 may not use the library unless accompanied by a parent or guardian. Older brothers, sisters, or caretakers under the age of 18 are not considered adequate supervisors.

Children of any age who behave in such a manner as to disrupt the library environment will be subject to the "Policy Regarding Disruptive Behavior". Disruptive behavior includes any situation, which causes the child, other library patrons, or library staff distress or concern whether or not the parent/caregiver is present.

Regardless of the age of the child, parents of a disruptive/unsupervised child will be asked to control the child's behavior or remove the child from the library immediately if requested by staff.

#### **At closing time:**

If a child is left unattended at closing time, staff will make a reasonable effort to locate the parent/guardian. If the parent/guardian has not arrived within a period of 15 minutes after the posted closing time, staff will turn the child over to the South Pasadena Police Department.

## 5. PUBLIC SERVICES

### 5.10 Procedures for Unsupervised Children in the Library

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Adopted: 12/88  
Amended: 5/13/97  
Reviewed: 3/4/91, 4/8/97

1. Assist unsupervised child in locating parent or caregiver within the library. If parent or caregiver is in the building, firmly explain library policy. Provide a copy of the library policy. If a chronic problem exists, remind parent or caregiver that child abandonment is a form of neglect and that the South Pasadena Police Department may be called to handle future problems.
2. If a parent or caregiver is not in the building, try locating that person by telephone. If parent or caregiver is reached by telephone, firmly explain library policy and require that person to come to the library. If that person refuses to come, or if this is a chronic problem, remind that person that child abandonment is a form of neglect and that the South Pasadena Police Department may be called to handle this and future situations.
3. During open hours, call the parent/guardian. If the parent or guardian is unavailable by telephone after 15 minutes, the Reference Librarian will call the South Pasadena City Police. Police will assume responsibility for the child. If the parent/guardian is available, explain the library policy on unattended children and tell the parent that he/she must either pick up the child or have a responsible adult pick up the child within 30 minutes. (Be certain to get the name of the responsible adult.) Parent/Guardian shall be reminded of library policy regarding unattended children and be given the "Unattended Child" packet.
4. If a child is unsupervised at the regular library closing time, make sure two full-time staff members remain with the child at all times until parent/guardian or police assume responsibility for the child. Attempt to contact the parent/guardian. If the parent/guardian is unavailable by telephone after 15 minutes, the Reference Librarian will call the South Pasadena City Police. Police will assume responsibility for the child. A note shall be posted on the door indicating child's location. If the parent/guardian is available, explain the library policy on unattended children and tell the parent that they must either pick up the child or have a responsible adult pick up the child within 30 minutes. (Be certain to get the name of the responsible adult.) Parent/Guardian shall be reminded of library policy regarding unattended children and be given the "Unattended Child" packet.
5. Document incidents of unsupervised children by completing a library Incident Report Form and by informing the supervising librarian. Provide copies of any documentation to the city librarian.

Date

Dear Parents or Guardians,

The South Pasadena Public Library welcomes your child's use of the library. However, the library is not an after-school or day-care facility, and we cannot take responsibility for individual children. Library policy states that children under the age of 11 may not use the library unless accompanied by an adult (age 18 or older) and that all patrons, regardless of age, must use the library appropriately.

Your child has been identified as being in the library without adult supervision. Since he/she is under the age of 11, this is a violation of library policy. As this policy was instituted for the safety of our children, we must ask that you make other arrangements for child-care. We also want you to know that our procedure is to notify the parents of an unsupervised child once. If there is a future violation of the policy, we will contact the South Pasadena Police Department to assume supervision of your child. Please be aware that the police department may institute an investigation of child neglect if they feel that the situation warrants.

We encourage you to take appropriate child-care arrangements that will provide a safe environment for your child. A list of local resources is available from the children's librarian. We appreciate your cooperation in this matter, and we look forward to seeing you and your child together in the library.

Sincerely,

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City Librarian

## 5. PUBLIC SERVICES

### 5.11 Request for Review of Library Services

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Adopted: 1/14/1997

Amended: 1/9/2001

Reviewed:

The library staff is intent upon meeting the needs of people who use the South Pasadena Public Library. If a policy or service has not met your expectations, we would appreciate hearing from you and receiving your suggestions. Your comments will be reviewed and you will receive a response from the City Librarian.

The policy or service issues that caused your concern:

What brought these issues to your attention?

How would you suggest that the issues be handled?

Staff member to whom you spoke \_\_\_\_\_ Date \_\_\_\_\_

Your name \_\_\_\_\_ Phone (\_\_\_\_) \_\_\_\_\_

E-mail address and/or FAX \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ Zip Code \_\_\_\_\_

1100 Oxley Street • South Pasadena • CA 91030  
(626) 403-7330 • FAX (626) 403-7331



## 6. SECURITY/SAFETY

### **6.1 Authority to Close the Library for Power Outages and Other Emergencies**

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Adopted: 10/9/14

Because of the possibility of power outages or other emergencies with short advance notice or no advance notice whatsoever, the Library Board of Trustees delegates the authority of closing the Library or changing the Library's regular hours of operation, to the City Manager or the City Librarian. Upon occasion this may be expedient as it is not practical to call for a Library Board of Trustees meeting on short notice. Whenever possible, the City Manager and City Librarian – or their designees – will consult with each other before authorizing the closing of the Library.

## 6. SECURITY/SAFETY

### 6.2 Risk Management

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Adopted: 2/1986  
Amended: 3/4/1991, 10/9/2001  
Reviewed: 10/13/1998, 10/9/2001

The present policy of the South Pasadena Public Library in the matter of risk management includes two areas:

1. Prevention
  - a. Monthly inspection of the building by full-time library staff to determine potential hazards both to the public and to the staff.
  - b. Yearly examination of the building by the Fire Department.
  - c. Annual staff reviews of emergency procedures.
  - d. Regular periodic checks, including sump pumps, by the City Electrician or other designated person, to identify hazards.
  - e. Annual review, with the City's Risk Manager, of insurance coverage for library building, equipment, materials and staff protection prior to the beginning of each fiscal year.
  - f. Constant surveillance by all members of the staff to detect hazards and take care of situations before accidents occur.
2. Loss Situation
  - a. In case of a loss situation, the Board and staff would work with the City's Risk Manager to reach an equitable settlement with the proper insurance agencies.

## 6. SECURITY/SAFETY

### 6.3 Suspected Theft of Library Materials

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Adopted: 3/9/93, 1/11/00  
Amended: 10/12/99, 11/9/99, 1/11/00, 11/12/02  
Reviewed: 10/12/99, 11/9/99, 1/11/00, 11/12/02

California Penal Code, Section 490.5 states that:

A person employed by a library facility may detain a person for a reasonable time for the purpose of conducting an investigation in a reasonable manner whenever the person employed by a library facility has probable cause to believe the person to be detained is attempting to unlawfully remove or has unlawfully removed books or library materials from the premises of the library.

When a patron triggers the library's theft detection system, there is probable cause to believe that the patron may be attempting to unlawfully remove library materials.

*... a limited and reasonable search may be conducted by those authorized to make the detention in order to recover the item. Only packages, shopping bags, handbags or other property in the immediate possession of the person detained, but not including any clothing worn by the person, may be searched . .*

Any attempt to remove materials from the library without proper checkout constitutes theft as defined under the California Penal Code, Section 484. If a strong suspicion of theft exists, staff will contact the South Pasadena Police Department. In cases where strong proof of theft exists, the library shall prosecute.

In all cases, staff should use caution and follow established library procedures for dealing with theft.