



## **SOUTH SAN FRANCISCO PUBLIC LIBRARY SUSPENSION OF LIBRARY PRIVILEGES POLICY**

This policy is designed to ensure Library facilities serve their primary purposes, including the provision of a quiet and orderly environment in which people may read, study, use library materials and equipment and contemplate. The rules may regulate disruptive behavior, noise, offensive odors, health and sanitation hazards, and bringing possessions, materials, or objects into the Library which are likely to interfere with its use by others. The rules may not unreasonably or unfairly restrict access to libraries by any person or group. Library property includes the Library I Parks and Recreation Center interior and exterior, Grand Avenue Library and the Gene Mullin Community Learning Center.

### **I. Suspension of Library Privileges**

The Library may suspend access to the Library for persons who fail to follow the Library's established behavior guidelines, which are detailed in the Library Use Policy and Internet and Computer Use Policy. Furthermore, the Library may suspend access to persons who fail to follow the City of South San Francisco's ordinance establishing rules of conduct for City property, set forth in Municipal Code Section 10.76 (Ord. No. 1650-2023), posted at the third floor library information desk. The Library reserves the right at all times to immediately discharge a patron who is dangerous or in any way threatening the health and safety of Library staff, or other patrons. In such incidents when a patron makes a threat of violence, threatens the health and safety of others, or commits a criminal act and the Police Department is called on site, an Emergency Protective Order or Criminal Protective Order may be issued rather than the Library's Suspension of Library Privileges notice. In addition, the Library may pursue remedies under Federal, State, or local law where applicable.

Library staff will consider the following guidelines to determine the length of the suspension:

- A. First offense: Library staff will inform the patron of the relevant use policy and warn the patron that continued violation of the policy will result in a loss of Library privileges. Staff may ask the patron to leave the Library property for one day if they are uncooperative or argumentative.
- B. Second offense: Library staff will ask the patron to leave the Library property for up to one week and will bar the patron from visiting either of the South San Francisco libraries or the Gene Mullin Community Learning Center during the suspension period.
- C. Third offense: Library staff will ask the patron to leave the Library property for up to one month and will bar the patron from visiting either of the South San

Francisco libraries or the Community Learning Center during the suspension period.

- D. The Police will be called to respond to violent or physically intimidating behavior, behavior that a reasonable person would find risks the health or safety of others, , or any behavior a reasonable person would find to be harassing or threatening in nature to Library staff or visitors. The Police may be called for vandalism, destruction or theft of City facilities, equipment and materials. When Police are called, this could result in the offender being barred from visiting the Library I Parks and Recreation Center, Grand Avenue Library and the Gene Mullin Community Learning Center for up to 12 months (one year) or more, depending upon the situation.
- E. The Police will be called when persons under suspension return to South San Francisco Public Library facilities before the suspension has ended.

## **II. Suspension of Library Privileges for Minors**

Restricted use for minors under the age of 18: As an alternative to suspending a minor for more than one day from Library facilities, Library staff may require the presence of a parent or guardian to allow the minor access to Library facilities during the specified suspension period.

## **III. Appeals**

**This process is for Suspension of Library Privileges notices issued by library staff; Emergency Protective Orders or Criminal Protective Orders issued by the Police Department are subject to an appeals process described in the orders and are not covered by the Library Appeals process.**

A one-day suspension cannot be appealed.

In the case of a minor (under the age of 18) suspended for more than one day, Library staff will attempt to notify the parent or guardian.

Any patron suspended for more than one day by library staff can appeal the suspension by:

- Contacting Library Administration, in writing, within five business days of the suspension. The Library Director or designee will consult with staff, review the Incident Report(s) and related documentation, and any written information provided by the patron. The patron may also schedule an appointment or telephone call with the Library Director or designee to discuss the decision to suspend Library privileges. After reviewing information and/or discussing with the patron, the suspension period may be terminated or shortened, or the suspension may remain in place. The patron will be informed of the Library Administration's decision via telephone call, in person, email, or mailed letter.

- The patron may appeal the determination of Library Administration to the Library Board of Trustees via a written notice of appeal within 10 business days after receipt of the Library Administration determination. The notice of appeal shall be filed with both the Library Director and the Library Board President, care of South San Francisco Public Library, 901 Civic Campus Way, South San Francisco, CA 94080. The Library Board will hold a hearing to discuss the suspension at the next regularly scheduled meeting of the Library Board, if possible. The patron will be provided at least 15 days' notice of the hearing date and location. If approved by the Library Director, the patron may submit a written statement in lieu of appearing at the hearing. A parent or guardian must accompany a minor (under the age of 18) to the hearing.
- The Library Board of Trustees will hear the appeal and will vote to uphold or dismiss the suspension, or to continue the hearing to its next meeting if it requires more information. Library Administration will notify the patron by letter of the decision of the Library Board of Trustees. The suspension will be in effect until the Library Board has made a final determination.

#### **IV. Request for Accommodation in the Appeals Process**

At any time in the appeals process described immediately above, the patron may request an accommodation due to the patron's disability. The patron shall make the request to Library staff in writing, in person at a Library branch, or by telephone. Written requests shall be sent by email to the Assistant Library Director at [elsholz@plsinfo.org](mailto:elsholz@plsinfo.org) or by U.S. mail to the Assistant Library Director, care of South San Francisco Public Library, 901 Civic Campus Way, South San Francisco, CA 94080. Telephone requests shall be made by calling (650) 877-8538. Any request for accommodation shall include a description of the patron's disability and the accommodation requested. The request shall also include whether the patron requests to receive the Library's determination in an accessible format other than a standard letter (e.g., by telephone, in large print, etc.). After reviewing the request, the Assistant Library Director or designee may request additional information.

The patron will be notified in a timely manner and in writing (or other accessible format) of the Assistant Library Director's determination regarding the accommodation request. Any deadlines in the appeals process will be adjusted to account for a patron's request for accommodation and the time required for the Library's determination on the request. In granting a request, the Assistant Library Director or designee shall have the authority to modify the appeals procedures described above, so long as the accommodation is reasonable, maintains the patron's right to due process, and complies with any applicable state laws.

If a request for accommodation is denied, the patron may appeal the decision within 15 days to the Library Director, either by email at [sommer@plsinfo.org](mailto:sommer@plsinfo.org) in person or by letter sent by U.S. Mail to the Library Director, care of South San Francisco Public Library, 901 Civic Campus Way, South San Francisco, CA 94080 or by telephone by calling (650) 829-3872.

Adopted by the Library Board of Trustees: July 24, 2012

Amended by the Library Board of Trustees: April 28, 2020  
Amended by the Library Board of Trustees: April 27, 2021  
Amended by the Library Board of Trustees: Feb. 27, 2024

SOUTH SAN FRANCISCO PUBLIC LIBRARY

NOTICE OF LIBRARY SUSPENSION OF MORE THAN ONE DAY

Name: \_\_\_\_\_  
Date of Library Suspension: \_\_\_\_\_

Your visitor privileges to all South San Francisco Public Library facilities are suspended for a period of \_\_\_\_\_ day(s)/week(s)/month(s).

This means that you may not enter any South San Francisco Public Library facility from \_\_\_\_\_ to \_\_\_\_\_. Your access to South San Francisco Public Library will be restored on \_\_\_\_\_.

Reason for suspension: \_\_\_\_\_

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Per Library Manager (name/signature) \_\_\_\_\_  
Date: \_\_\_\_\_

APPEALS PROCEDURE:

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the age of 18) to the hearing.

- The Library Board of Trustees will hear the appeal and will vote to uphold or dismiss the suspension, or to continue the hearing to its next meeting if it requires more information. Library Administration will notify the patron by letter of the decision of the Library Board of Trustees. The suspension will be in effect until the Library Board has made a final determination.

#### ACCOMMODATION REQUEST PROCEDURE:

At any time in the appeals process described immediately above, the patron may request an accommodation due to the patron's disability. The patron shall make the request to Library staff in writing, in person at a Library branch, or by telephone. Written requests shall be sent by email to the Assistant Library Director at [elsholz@plsinfo.org](mailto:elsholz@plsinfo.org) or by U.S. mail to the Assistant Library Director, care of South San Francisco Public Library, 901 Civic Campus Way, South San Francisco, CA 94080. Telephone requests shall be made by calling (650) 877-8538. Any request for accommodation shall include a description of the patron's disability and the accommodation requested. The request shall also include whether the patron requests to receive the Library's determination in an accessible format other than a standard letter (e.g., by telephone, inlarge print, etc.). After reviewing the request, the Assistant Library Director or designee may request additional information.

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SOUTH SAN FRANCISCO PUBLIC LIBRARY

NOTICE OF HEARING – LIBRARY SUSPENSION

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

Time: \_\_\_\_\_

Location: \_\_\_\_\_

The patron can request an extension of the hearing date by informing the Library Director no less than 5 business days before the scheduled hearing. Furthermore, the patron can submit a written statement, in lieu of attendance at a hearing, by contacting the Library Director and submitting a written statement no less than 5 business days before the scheduled hearing.

Note: A parent or guardian must accompany a minor (under the age of 18) to the hearing. The parent or guardian can request an extension of the hearing date by informing the Library Director no less than 5 business days before the scheduled hearing. Furthermore, the parent or guardian can submit a written statement, in lieu of attendance at a hearing, by contacting the Library Director and submitting a written statement no less than 5 business days before the scheduled hearing.

SOUTH SAN FRANCISCO PUBLIC LIBRARY SAMPLE

SUSPENSION HEARING DETERMINATION LETTER

On \_\_\_\_\_, a hearing was held whereby you appealed your Library suspension to the Library Board of Trustees.

After considering the facts, the Library Board has

- Continued the hearing until the next meeting to get more information
- Determined that your suspension is (or is not) warranted.

Your suspension will remain in effect until \_\_\_\_\_.

After that date your Library privileges will be restored. (OR: Effective immediately your suspension is withdrawn, and your Library privileges are restored.)

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