

ONTARIO CITY LIBRARY BOARD OF TRUSTEES AGENDA



CITY COUNCIL CHAMBERS
303 E. B STREET • ONTARIO, CA 91764
January 11, 2022 • 6 PM

CALL TO ORDER

6:00 PM

PLEDGE OF ALLEGIANCE

ROLL CALL

Bumstead Lanthripe Lawliss Mena Ricci

INTRODUCTIONS

MINUTES

MOTION TO APPROVE MINUTES FOR November 9, 2021 /

Bumstead Lanthripe Lawliss Mena Ricci

PUBLIC COMMENTS

6:30 PM

The Public Comment portion of the Library Board meeting is limited to 15 minutes total, with each speaker allowed a maximum of 3 minutes. Additional speakers are allowed 3 minutes each at the end of the meeting. Prior to consideration of each old or new business agenda item, a speaker will be allowed a maximum of 3 minutes to comment on that specific item. Under provisions of the Brown Act, the Library Board is prohibited from taking action on oral requests.

CITY COUNCIL REPRESENTATIVE

CONSENT CALENDAR

MOTION TO APPROVE CONSENT CALENDAR FOR November, 2021 /

Bumstead

Lanthripe

Lawliss

Mena

Ricci

DIRECTOR'S REPORT

STAFF REPORT

1. Code of Conduct Policy (Kelly Zackmann)
2. Expulsion Policy (Kelly Zackmann)
3. Update on Ontario Promise Corps 2021/2022 Early Family Literacy grant project (Rachelle Lopez)

OLD BUSINESS

NEW BUSINESS

1. Election of Officers

BOARD COMMENTS

As a reminder, please make sure board comments pertain to the library and library business.

Bumstead

Lanthripe

Lawliss

Mena

Ricci

FUTURE AGENDA ITEMS

1. Display Policy

ADJOURNMENT

THE ONTARIO CITY LIBRARY BOARD OF TRUSTEES
REGULAR MEETING MINUTES
OVITT FAMILY COMMUNITY LIBRARY
215 East C Street
November 9, 2021
(Subject to Board approval)

CALL TO ORDER This meeting was called to order by President Nancy Bumstead at 6:00 p.m.

PLEDGE OF ALLEGIANCE Led by Elizabeth Ricci, Board member.

MEMBERS PRESENT Board members Bumstead, Ricci, Anne Lawliss, and Crisol Mena were present.

MEMBERS ABSENT Library Board Member Lanthripe was absent.

ALSO PRESENT Executive Community Life & Culture Agency Director Helen McAlary. Library Director Shawn Thrasher. Library Services Manager Kelly Zackmann.

INTRODUCTIONS
No Introductions

MINUTES
Motion: Moved by Mena, seconded by Lawliss and unanimously carried to approve the October 12, 2021 minutes.

PUBLIC COMMENTS
There were no public comments.

CITY COUNCIL REPRESENTATIVE
City Council Representative Debra Dorst-Porada was not present.

CONSENT CALENDAR
Monthly Statistical Report for October 2021.

Motion: Moved by Ricci, seconded by Lawliss and unanimously carried to approve the Consent Calendar for October 2021.

DIRECTOR'S REPORT

Library Director Shawn Thrasher let the Board know that the Board of Commission Dinner will be on December 2nd at 5:30 at the Convention Center for all boards in the City of Ontario. Board Member Bumstead will be giving some remarks. Thrasher also reminded the Board that they will go dark in December and not have a meeting for the Board that month, they will have the Commission Dinner instead. A motion was brought up to cancel the December meeting.

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Motion: Moved by Ricci, seconded by Mena and unanimously approved to cancel the Library Board meeting in December.

Thrasher also talked about how the American Heart Association will soon be partnering with us and give us blood pressure cuffs for patrons to check out and mentioned that the Lewis Family Branch already has a “Library of Things” to check out. Thrasher also mentioned that the Ontario City Library was awarded money for the continuation of the Zipbooks program. Zipbooks is a program where if we do not own a book already, we can order it from Amazon and send it directly to a patron’s home. Once they are finished with the book, they return it, and we add it to our collection. Thrasher also mentioned that on Thursday, December 9th from 7:00 to 8:00pm everyone is invited to explore the Robert E. Ellingwood Model Colony History Room at the Ovitt Family Community Library where history of Ontario and local areas will be highlighted as well as light refreshments provided.

Bumstead asked if Zipbooks was yearly awarded. Thrasher explained that it is and that in the future if the state Library does not fund this the library will consider other ways to fund a program like this. Ricci asked if the Local history event was for just Board members. Thrasher let her know that it’s open to the public.

STAFF REPORT

Community Life and Culture: Continuum of Care Services (Natalie Komuro)

Natalie Komuro, Continuum of Care Manager, narrated a PowerPoint presentation about the services they provide and their goals for the future in regard to people experiencing homelessness in Ontario.

A copy of this presentation is available upon request from the Library Director.

Ricci asked questions about some of the homeless housing Natalie mentioned including how individuals qualify. Komuro answered that all the housing provided are apartment buildings, not single-family houses and individuals have to meet an income criteria; first step would be to go to the Access Center and talk to a councilor where the person experiencing homelessness will be given an assessment. Komuro said that currently vacancies are very rare since they are so full. She also said that there are different programs such as the Tenant Based Renter’s Assistance where money is given for rent but must be in the city of Ontario and there is the Rapid Rehousing program where people can get housing outside of the city. Ricci asked if it was just for families or single individuals. Komuro said it’s both. Ricci asked if the housing was owned by the city. Komuro said that some are owned by Mercy House and some are owned by the city. Mena asked what the difference was between those who have lost their jobs and now cannot afford housing

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and those already on the streets. Komuro said applicants are given a survey and then those are ranked and put in order of highest need and that priority is usually given to individuals already living outside. Komuro also mentioned that often people who qualify still have a very difficult time finding homes as privately-owned housing often have restrictions, and that city-owned housing can be more flexible with individuals in need. She said that there is not enough housing for people experiencing homelessness. Mena asked how the funding was given for the Care Manager position. Komuro said that this year it is from the City General fund and funding will be decided by the City Manager. Bumstead asked if people can get help only if they go to the Access Center or if there are people who go out into the streets and do outreach. Komuro said that yes there are outreach individuals, but that people will have to make their wait to the Access Center at one point. Bumstead asked if people experiencing drug or other issues that are contributing to them being homelessness were being helped. Komuro said that they do not discriminate based on drug or other use, but their behavior is a key factor. They will house them but they do have to follow rules. Bumstead asked if Ontario is looking at any other ways to house people experiencing homelessness. Bumstead said she would like to help at the next count night for people experiencing homelessness and Komuro said that was possible. Komuro said they are looking into other options but are still working on options like a hotel conversion. Bumstead thanked Komuro for coming to Ontario and had heard lots of good things about her and Bumstead is happy she is working with Mercy Housing and helping out Ontario.

Lightspeed @ Lewis (Danielle Sanchez)

Danielle Sanchez, Librarian, narrated a PowerPoint presentation the different offerings that Lightspeed @ Lewis provides.

A copy of this presentation is available upon request from the Library Director.

Bumstead had a comment, that the library YouTube channel has made some stars, that the videos are top notch and that she is very proud. Ricci asked if the library had any special scheduling since the kids and teens will be off for winter break. Sanchez said that Lewis stays open throughout their vacation, patrons just need to make an appointment.

Support Services (Tonja Serrano and Kelly Zackmann)

Tonja Serrano, Senior Library Assistant, and Library Services Manager Zackmann narrated a PowerPoint presentation about what the Support Services department does in the library.

A copy of this presentation is available upon request from the Library Director.

Bumstead had a question about periodicals, where do they go and how long we keep them. Serrano said we keep them for the current year and the previous year and that the current issue in a folder for patrons to view but cannot be checked out. Bumstead asked where they go after that. Serrano said that FOCL sells them in their booksale and Thrasher said they are very popular

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and in fact FOCL is currently out of them and asking for donations, Serrano also said they are looking into other places that may use periodicals as well. Bumstead thanked everyone for the answers.

OLD BUSINESS

NEW BUSINESS

New business of canceling the December Library Board meeting to attend the annual Board dinner in December was decided earlier in the meeting.

BOARD COMMENTS

Mena wanted to thank all the presenters. She did not realize how much goes on beyond the scenes with both Lightspeed materials and Support Services. Lawliss also thanked Support staff. Bumstead had one request, if Sanchez could gather all the free websites she mentioned and give them to the Board. Sanchez said she can do a list and an infographic to give to Thrasher to give to the Board. Bumstead also asked if a tour of Lightspeed would be possible for the Board. Thrasher said that yes that was possible. Bumstead asked if they could make something and Sanchez said that yes that was possible. Thrasher asked if they wanted Lewis or Ovitt. Bumstead said they could do both.

Thrasher mentioned that the January Board meeting will be busy with a lot of things to discuss including the naming policy and the Code of Conduct policy. Bumstead asked when the elections will be. Thrasher said in January.

FUTURE AGENDA ITEMS

Naming Policy
Code of Conduct Policy review and update
Library Expulsion review and update
Display Policy

ADJOURNMENT

President Bumstead adjourned the meeting at 7:00 pm.

Respectively Submitted

Alysha Cisneros, Librarian

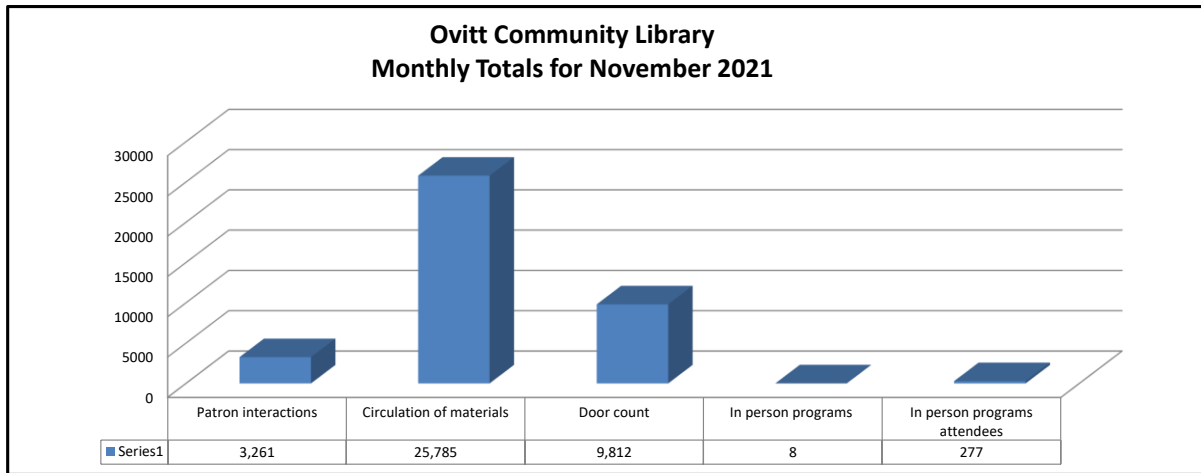
APPROVED:

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Nancy Bumstead, PRESIDENT

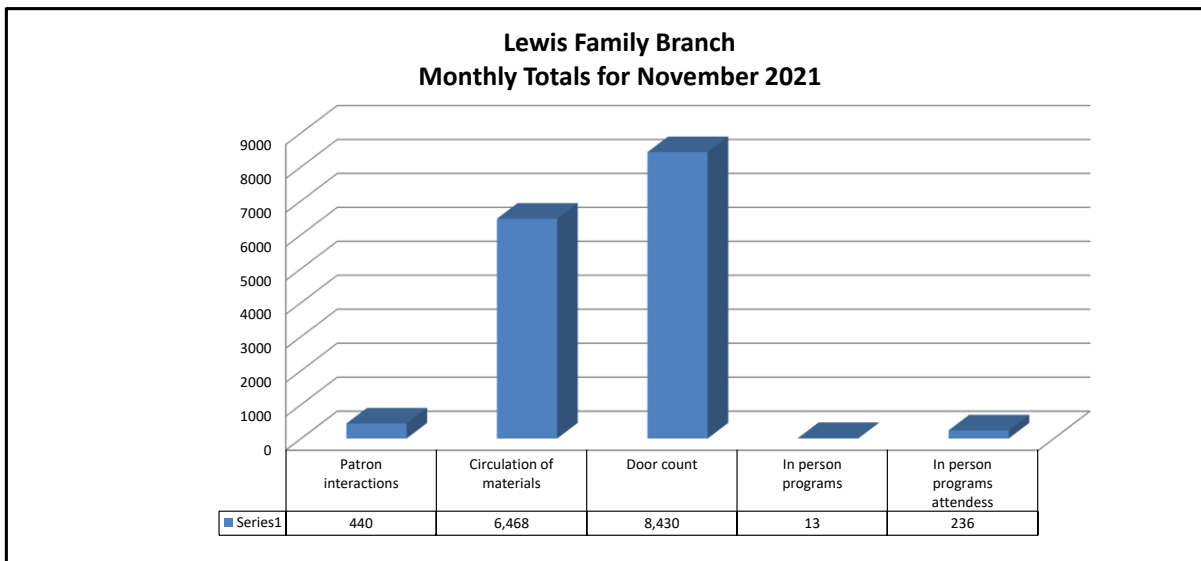
**City of Ontario Ovitt Community Library
Total Statistics for the Month of November 2021 during COVID**

Site	Patron interactions	Circulation of materials	Door count	In person programs	In person programs attendees
Ovitt	3,261	25,785	9,812	8	277



**City of Ontario Lewis Family Branch
Total Statistics for the Month of November 2021 during COVID**

Site	Patron interactions	Circulation of materials	Door count	In person programs	In person programs attendees
Lewis	440	6,468	8,430	13	236





CITY OF ONTARIO COMMUNITY LIFE & CULTURE

Agenda Report
January 11, 2022

SECTION: [Click or tap here to enter text.](#)

Department: Ontario City Library
Prepared By: Kelly Zackmann
Staff Member Presenting: Kelly Zackmann
Approved By:
Action: Choose an item.

SUBJECT

Revised Ontario City Library Code of Conduct and Expulsion Policy

AGENDA REPORT SUMMARY

The Ontario City Library maintains a Code of Conduct Policy and an Expulsion Policy, approved by the Ontario City Library Board of Trustees. The library's current code of conduct was revised and adopted by the board of trustees in August 2013. The code of conduct outlines behaviors and activities that are not allowed in library facilities, and the expulsion policy outlines the procedure for banning individuals who violate the code of conduct.

Services have changed within the library which require that the code of conduct be revised to reflect these services, and a new municipal code adopted by the Ontario City Council is also referenced in the revised

document. Additionally, this provides an opportunity to more clearly define certain behaviors and activities that were vague in the past, which empowers library staff to better enforce the code of conduct.

Senior library supervisors and library administration conferred and determined the needed revisions, and the revised code of conduct has been reviewed and approved by the city attorney. This revised code of conduct will require formal adoption by the Ontario City Library Board of Trustees. Because the Code of Conduct references the Ontario City Library Expulsion Policy, the Expulsion Policy will also require formal adoption by the Ontario City Library Board of Trustees. The Expulsion Policy has not been revised but rather updated only to replace old job titles and assignment names with current Ontario City Library job titles and assignments, and to reference the new municipal code. This presentation will outline changes to the code of conduct and a general overview of the expulsion policy.

Adoption of Ordinance No. 3194:

In November 2021, the Ontario City Council adopted Ordinance No. 3194 that outlines enforcement of and penalties for violating the individual codes of conduct for the Ontario City Library, the Ontario Museum of History and Art, and the Ontario Recreation and Community Services Department. This ordinance was added to the Ontario Municipal Code, Section 5, Chapter 32. Specifically, it allows law enforcement to arrest individuals who do not comply with a facility ban.

Revisions to the Library Code of Conduct:

The Library Code of Conduct includes a bullet list of troublesome behaviors that interfere with or threaten the quiet, orderly, peaceful, and safe atmosphere of the Ontario City Library facilities. Individuals who are engaged in one or more of these behaviors will be asked by library staff to stop the behavior and may be asked to leave the library. These behaviors will be reviewed in this presentation, noting revisions and/or additions to the current code of conduct.

Note: Specific illegal activity is not included in this document. Persons engaged in any illegal activity will be immediately reported to the police and expelled from the library.

Revised behavior statements:

- Engaging in disorderly conduct, harassment of patrons or staff, conversations that create unwelcome noise, or other disruptive behavior.

- *Combined two bullet points*
- Eating meals in the library unless authorized by library staff. Small, packaged snacks are permitted except for these areas: Model Colony History Room, at public computers, Lightspeed Makerspace.
 - *Revised policy. Previously, no food was allowed at all. Revisions made to allow packaged snacks such as nuts, chips, granola, candy, etc. Outlines locations within the library where food is not permitted.*
- Having beverages without lids or in open cups. Beverages with lids are allowed in the library except for the Model Colony History Room. Only bottled water is allowed in the Model Colony History Room.
 - *Previously, drinks were addressed in the same bullet point as food. Drinks are now addressed separately, outlining restrictions within the history room.*
- Making use of the restrooms for any purpose for which they were not intended.
 - *No change.*
- Extended sleeping in the library, snoring, laying down on the floor or furniture.
 - *Revised to define as "extended" sleeping and sprawling, rather than occasionally nodding off.*
- Misuse of library furniture or equipment.
 - *No change.*
- Failing to maintain control over personal belongings; it is your responsibility to watch over your personal items.
- Blocking or interfering with free passage or creating a hazard.
- Bringing containers, packages, briefcases, parcels, bundles, or wheeled-carts into the library which singly or collectively exceed 24" x 14" x 12".
- Playing music or video aloud or playing musical instruments. Musical instruments are allowed but must not be played without the consent of the library staff and must not obstruct aisles or monopolize space. Earphones are required to listen to music or video on personal devices.
- Bringing in unsanitary items. Items deemed unsanitary by the senior library staff will not be permitted inside library buildings.
- Bringing bicycles, shopping carts, or other large-wheeled conveyances inside library buildings. Wheelchairs, strollers, and mobility devices are only permitted if being used as transportation for, or as a mobility device by, an adult or child. Skates, skateboards, collapsible scooters, hover boards, and other similar devices must be carried while on library property. Bicycles should be stored outside in designated bicycle racks.
 - *The above six bullets: Revised various aspects of bulky items and items brought into the library. More clearly defines bulky items and includes a specific size limit, and items brought into the library must be clean. Outlines that items brought into the library must not obstruct free passage. Clearly defines rules for wheeled conveyances.*
- Entering or remaining in the Library barefoot or shirtless, or with poor bodily hygiene.
 - *No change.*
- Bringing in animals, other than certified assistive animals.
 - *No change.*
- Not following library's internet policy, tampering with or misuse of library computers or makerspace equipment.

- o *Added to include library equipment and the new equipment in Lightspeed (new service).*

The last paragraph of the code of conduct was revised to include the new addition of Section 5-32.04 of the Ontario Municipal Code, and states that the expulsion policy is incorporated as part of the code of conduct.

Expulsion Policy:

The expulsion policy outlines the way in which library staff responds to violations to the library's code of conduct. Specifically, any conduct that threatens the life or safety of any person or is damaging to library property, equipment or facilities may result in immediate expulsion from the library premises. It states that library staff are authorized to contact the Ontario Police Department for assistance, and repeated misconduct or severe offenses may result in individuals being banned from the library for a specified amount of time, up to one year.

The policy outlines the procedure that library staff will follow to ban individuals and includes an alternative ban procedure for juveniles. This alternative ban states that juveniles may continue to use the library but will be required to be accompanied by a parent or guardian.

The policy provides a letter template used to inform individuals that they have been banned, the date banned, and the date they are allowed to return to the library. It states that if the banned individual returns to the library before the end of the ban, the individual will be subject to arrest for violating Section 5-32.04 of the Ontario Municipal Code.

Lastly, the policy outlines the procedure to appeal a ban from library facilities through a written notice of appeal, which is then discussed by the Ontario City Library Board of Trustees at the next available board meeting. The appellant may speak on his or her behalf at that meeting. The Board will issue a written decision and has the power to affirm or reverse the ban or remand it to Library Director or designee to reconsider. The decision by the Board serves as the final determination.

It is asked that the revised Library Code of Conduct and the Expulsion Policy be adopted by the Ontario City Library Board of Trustees.

LIBRARY CODE OF CONDUCT

The **Code of Conduct** governs the use of Ontario City Library facilities. The purpose of the Code is to ensure that all patrons of Ontario City Library facilities have access to and use of library facilities in a quiet, orderly, peaceful and safe atmosphere, unhindered and undisturbed by the disruptive actions and behavior of others. The Library supports the rights of customers to be actively engaged in using Library services or materials. Library staff is empowered to stop any activity which they consider harmful to the safety, well-being and security of customers and staff or to the operations and facilities of Ontario City Library.

A person engaged in any illegal activity inside or on library premises will be immediately reported to the police and/or expelled.

A person engaged in the following behaviors will be asked to stop the behavior, and may be asked to leave the library:

- Engaging in disorderly conduct, harassing, annoying or other disruptive behavior.
- Engaging in loud, disruptive, boisterous behavior or conversations that create unwelcomed noise
- Eating is not allowed in the library unless authorized. Bottled water or beverages in containers with lids are allowed, but open soda cans are not. Food and drink are not permitted at computer stations.
- Making use of the restrooms for any purpose for which they were not intended.
- Extended sleeping in the library. It is in your own interest to remain aware of your surroundings and your valuables.
- Misuse of library furniture or equipment.
- Failing to maintain control over personal belongings, blocking or interfering with free passage or creating a hazard.
- Bringing in bicycles, large backpacks, carts, and other bulky items.
- Entering or remaining in the Library barefoot or shirtless, or with poor bodily hygiene.
- Bringing in animals, other than certified assistive animals.

Children who are unable to follow the code of conduct and safely supervise themselves must be accompanied by an adult at all times.

Failure to comply with the **Code of Conduct** of the Ontario City Library may result in temporary or permanent expulsion from the Library. The Ontario City Library **Expulsion Policy** provides for a limited right of review or appeal of decisions made by Library staff under these rules. See the **Expulsion Policy** for details.

Adopted by Library Board, August 2013

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A person engaged in any illegal activity inside or on library premises will be immediately reported to the police and/or expelled.

A person engaged in the following behaviors, when such behaviors threaten the quiet, orderly, peaceful, and safe atmosphere of the Ontario City Library facilities, will be asked to stop the behavior and may be asked to leave the library and/or have privileges suspended:

- Engaging in disorderly conduct, harassment of patrons or staff, conversations that create unwelcome noise, or other disruptive behavior.
- Eating meals in the library unless authorized by library staff. Small, packaged snacks are permitted except for these areas: Model Colony History Room, at public computers, Lightspeed Makerspace.
- Having beverages without lids or in open cups. Beverages with lids are allowed in the library except for the Model Colony History Room. Only bottled water is allowed in the Model Colony History Room.
- Making use of the restrooms for any purpose for which they were not intended.
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- Entering or remaining in the Library barefoot or shirtless, or with poor bodily hygiene.
- Bringing in animals, other than certified assistive animals.
- Not following library's internet policy, tampering with or misuse of library computers or makerspace equipment.

Minors who are unable to follow the code of conduct and safely supervise themselves may be asked to bring a parent or guardian for future visits.

Failure to comply with the **Code of Conduct** of the Ontario City Library may result in suspension of privileges and/or temporary or permanent expulsion from the Library, in accordance with Section 5-32.04 of the Ontario Municipal Code. The Ontario City Library **Expulsion Policy** provides for a limited right of review or appeal of decisions made by Library staff under these rules. See the **Expulsion Policy** for details, which is incorporated as part of this Code of Conduct.

Adopted by Library Board, _____

12/14/2021

S:\Policy & Procedures Manual\Section V\Library Board Policies\Code of Conduct

EXPULSION POLICY

Library Rules of Conduct:

From the Ontario City Library, Library Rules of Conduct revised by the Library Board of Trustees, March 2007, "The Ontario City Library is a public facility open to all for library use. No one has the right to interfere with anyone else's right to use the library. Any disruptive conduct or interfering condition is cause for expulsion."

Staff Response to Infractions:

Violation of the Library Rules of Conduct can result in expulsion from the library and forfeiture of library privileges. Minor violations of these rules will result in library staff attempting to educate or warn individuals about policies before enforcing such policies. If an individual continues to violate these policies, staff may require them to leave for the day. However, any conduct (verbal, physical, or other) that threatens the life or safety of any person or that is damaging to library property, equipment or facilities may result in immediate expulsion from the library premises.

Library staff members are authorized to contact the Ontario Police Department (Dispatch x4420) to respond to such situations. Repeat misconduct or severe offenses (even if a single isolated event) may result in individuals being banned from the library from a week to a year or permanently if determined by Library Staff as outlined below Staff will follow the established procedures below in making this determination. Staff will call the police for severe or illegal behavior or when an individual refuses to leave when told by staff to do so.

**note – staff can expel someone from the library for 24 hours for committing a serious offense or for committing repeated infractions (See Library Rules of Conduct), but banning requires action by Library Administration. After consulting with PIC (Person in Charge) or supervisor, staff at any level may require a customer to leave for 24 hours, but must notify the PIC and Library Administration.*

Banning Procedure:

After staff determines that a person has engaged in severe or repeat misconduct and staff has determined that the individual involved should be banned:

1. Staff will involve Associate Director or Director of the Library, or if not available, the Supervising Librarian or PIC.
2. Staff will gather information about the individual being banned, including library card number, name, address, phone number, etc.
3. Staff will complete an incident report along with details about potential ban and recommendation for time period of the ban.
4. After review, if the Director/Associate Director agrees with the reasons for ban then the Director will mail the "Banning Letter," attached herein. The Director/Associate Director will notify the Library Board and staff of the ban.
5. The Director will review and may reconsider the decision to ban an individual upon written request of the banned individual and may shorten or terminate the banning period if information submitted by the individual, in the discretion of the Library Director, warrants such modification. Director may consult with the City Attorney's Office before issuing the response to the banned individual. Until such time as the Banning Letter has been reviewed and/or modified by the Director or reversed on appeal by the Library Board, the individual may not use the library.

Alternative Juvenile Banning Procedure:

Discretionary Restricted Library Use for Juveniles: As an alternative to banning a juvenile, a supervisor and a staff member may restrict a juvenile from independent use of a specified library site for a period of 30 (first restriction) days or 90 (second or more restriction(s)) days. The juvenile whose library use is restricted may use the library during the specified period only when the juvenile is accompanied by a responsible parent or guardian. The juvenile's parent or guardian must be notified of the restriction via certified mail. Failure to abide by the restriction may lead to banning of the juvenile from all library premises.

Banning Letter:

To:

Care Of (if customer banned is a minor):

On _____ at approximately _____ you were observed at the _____ Library. At that time you were:

- _____ INTOXICATED
- _____ LOUD AND DISTURBING
- _____ IN THE LIBRARY DESPITE BEING PREVIOUSLY BANNED UNTIL _____
- _____ OTHER CONDUCT (As set forth below)

COMMENTS:

Because of the behavior listed above, and/or other history of inappropriate behavioral conduct at any Ontario City Library, you are banned from all Ontario City Libraries until the date listed below. If you enter any Ontario City Library before the return date listed below, police will be called and you will subject to being arrested for trespassing.

You may file a written request to Director, Ontario City Library, 215 East C Street, Ontario, CA 91764 to reconsider this ban from all Ontario City Libraries. Your written request shall set forth your reasons for reconsideration of the ban.

For juvenile customers, the library will consider restricted use during the specified period only when the juvenile is accompanied by a responsible parent or guardian. Responsible parent or guardian must contact the Library Director at the address above to request restricted use. Failure to abide by the restriction may lead to banning of the juvenile from all library premises.

THE LENGTH OF THIS BAN FROM ALL ONTARIO CITY LIBRARIES SHALL REMAIN AS STATED IN THIS DOCUMENT UNLESS THE DIRECTOR ISSUES A WRITTEN DETERMINATION ALTERING THE TERMS OF THIS DOCUMENT.

BANNED FROM LIBRARY _____

RETURN DATE _____

Staff initials: _____

Appeal Procedure:

1. Notice of Appeal. The Director's written determination may be appealed to the Library Board, if the individual aggrieved files a written notice of appeal within 10 days after he/she receives the determination. Such notice shall be filed with: both the Library Director and the Library Board President, c/o Ontario City Library, 215 East C Street, Ontario, CA 91764. The Library Board will discuss at the next available Library Board meeting at which the appellant may speak on his/her behalf.
2. Decision. Within 30 days of the completion of the meeting, the Board shall issue a written decision stating the reasons therefore. The Board shall have the power to affirm or reverse the written determination or to remand it to the Director or designee with instructions for reconsideration. The decision, except for remand, shall be a final determination for the purposes of judicial review.

Non-compliance with Ban - Trespassing:

If a banned individual enters any Ontario City Library before the return date listed in the "Banning Letter," police will be called and individual may be arrested for trespassing.

EXPULSION POLICY

Library Rules of Conduct:

The Ontario City Library is a public facility open to all for library use. No one has the right to interfere with anyone else's right to use the library. Any disruptive conduct or interfering condition is cause for expulsion.

Staff Response to Infractions:

Violation of the Library Rules of Conduct can result in expulsion from the library and forfeiture of library privileges. Minor violations of these rules will result in library staff attempting to educate or warn individuals about policies before enforcing such policies. If an individual continues to violate these policies, staff may require them to leave for the day. However, any conduct (verbal, physical, or other) that threatens the life or safety of any person or that is damaging to library property, equipment, or facilities may result in immediate expulsion from the library premises.

Library staff members are authorized to contact the Ontario Police Department (Dispatch x4420) to respond to such situations. Repeat misconduct or severe offenses (even if a single isolated event) may result in individuals being banned from the library from a week, to a year, or permanently. Staff will follow the established procedures below in making this determination. Staff will call the police for severe or illegal behavior or when an individual refuses to leave when told by staff to do so.

**Note – staff can expel someone from the library for 24 hours for committing a serious offense or for committing repeated infractions (See Library Rules of Conduct) but banning requires action by Library Administration. After consulting with assigned BL (Building Lead) or supervisor, staff at any level may require a customer to leave for 24 hours but must notify the assigned BL and Library Administration.*

Banning Procedure:

After staff determines that a person has engaged in severe or repeat misconduct and staff has determined that the individual involved should be banned:

1. Staff will involve Library Director or Library Services Manager(s), or if not available, the Supervising Librarian or assigned Building Lead.
2. Staff will gather information about the individual being banned, including library card number, name, address, phone number, etc.
3. Staff will complete an incident report along with details about potential ban and recommendation for time period of the ban.
4. After review, if the Library Director/Library Services Manager(s) agrees with the reasons for ban then the Library Director will mail the "Banning Letter," attached herein. The Library Director/Library Services Manager(s) will notify the Library Board and staff of the ban.
5. The Library Director will review and may reconsider the decision to ban an individual upon written request of the banned individual and may shorten or terminate the banning period if information submitted by the individual, in the discretion of the Library Director, warrants such modification. Library Director may consult with the City Attorney's Office before issuing the response to the banned individual. Until such time as the Banning Letter has been reviewed and/or modified by the Library Director or reversed on appeal by the Library Board, the individual may not use the library.

Alternative Juvenile Banning Procedure:

Discretionary Restricted Library Use for Juveniles: As an alternative to banning a juvenile, a supervisor and a staff member may restrict a juvenile from independent use of a specified library site for a period of 30 days (first restriction) or 90 days (second or more restriction(s)). The juvenile whose library use is restricted may use the library during the specified period only when the juvenile is accompanied by a responsible parent or guardian. The juvenile's parent or guardian must be notified of the restriction via certified mail. Failure to abide by the restriction may lead to banning of the juvenile from all library premises.

BANNING LETTER TEMPLATE

TO:

- INTOXICATED
- LOUD AND DISTURBING
- IN THE LIBRARY DESPITE BEING PREVIOUSLY BANNED UNTIL _____
- OTHER CONDUCT (As set forth below)

COMMENTS:

On [enter date] you [describe specific behavior]; when asked by staff to discontinue this behavior you refused to comply. [Ontario Police Department were called to escort you out of building. *If applicable*]

The library's code of conduct states that patrons can't engage in "disorderly conduct, harassment of patrons or staff, conversations that create unwelcome noise, or other disruptive behavior" while in the library. ([Code of Conduct 2013](#)) Failure to comply with the Code of Conduct of the Ontario City Library may result in suspension of privileges and/or temporary or permanent expulsion from the Library, in accordance with Section 5-32.04 of the Ontario Municipal Code.

Because of the behavior listed above, you are banned from all Ontario City Libraries until the date listed below. If you enter any Ontario City Library before the return date listed below, police will be called and you will subject to being arrested for trespassing.

You may file a written request to the Director, Ontario City Library, 215 East C Street, Ontario, CA 91764 to reconsider this ban from all Ontario City Libraries. Your written request shall set forth your reasons for reconsideration of the ban. [Please find below the Appeal Procedure, in compliance with the Ontario City Library Expulsion Policy.](#)

For juvenile customers, the library will consider restricted use during the specified period only when the juvenile is accompanied by a responsible parent or guardian. Responsible parent or guardian must contact the Library Director at the address above to request restricted use. Failure to abide by the restriction may lead to banning of the juvenile from all library premises.

THE LENGTH OF THIS BAN FROM ALL ONTARIO CITY LIBRARIES SHALL REMAIN AS STATED IN THIS DOCUMENT UNLESS THE DIRECTOR ISSUES A WRITTEN DETERMINATION ALTERING THE TERMS OF THIS DOCUMENT.

BANNED FROM LIBRARY:

RETURN DATE:

Staff initials:

12/2021

S:\Policy & Procedures Manual\Section V\Library Board Policies\Expulsion Policy

Appeal Procedure:

1. Notice of Appeal. The Director's written determination may be appealed to the Library Board, if the individual aggrieved files a written notice of appeal within 10 days after he/she receives the determination. Such notice shall be filed with: both the Library Director and the Library Board President, c/o Ontario City Library, 215 East C Street, Ontario, CA 91764. The Library Board will discuss at the next available Library Board meeting at which the appellant may speak on his/her behalf.
2. Decision. Within 30 days of the completion of the meeting, the Board shall issue a written decision stating the reasons therefore. The Board shall have the power to affirm or reverse the written determination or to remand it to the Director or designee with instructions for reconsideration. The decision, except for remand, shall be a final determination for the purposes of judicial review.

Non-compliance with Ban - Trespassing:

If a banned individual enters any Ontario City Library before the return date listed in the "Banning Letter", police will be called and individual may be arrested for trespassing.

Agenda Item Number 2-3

Ontario City Library Code of Conduct and Expulsion Policy

Presented By:

Kelly Zackmann, Library Services Manager

January 11, 2022



Ontario City Library Code of Conduct and Expulsion Policy

- Revision process
 - Senior library staff develop revisions
 - City attorney review
 - Present to Library Board of Trustees
 - Board adoption

Ontario City Library Code of Conduct and Expulsion Policy

- Ordinance No. 3194
 - Empowers local law enforcement to arrest individuals
 - Effective December 2021



Ontario City Library Code of Conduct and Expulsion Policy

Specific revisions:

- Engaging in disorderly conduct, harassment of patrons or staff, conversations that create unwelcome noise, or other disruptive behavior.
- Eating meals in the library unless authorized by library staff. Small, packaged snacks are permitted except for these areas: Model Colony History Room, at public computers, Lightspeed Makerspace.
- Having beverages without lids or in open cups. Beverages with lids are allowed in the library except for the Model Colony History Room. Only bottled water is allowed in the Model Colony History Room.



Ontario City Library Code of Conduct and Expulsion Policy

Specific revisions:

- Making use of the restrooms for any purpose for which they were not intended.
- Extended sleeping in the library, snoring, laying down on the floor or furniture.
- Misuse of library furniture or equipment.

Ontario City Library Code of Conduct and Expulsion Policy

Specific revisions:

- Failing to maintain control over personal belongings; it is your responsibility to watch over your personal items.
- Blocking or interfering with free passage or creating a hazard.
- Bringing containers, packages, briefcases, parcels, bundles, or wheeled-carts into the library which singly or collectively exceed 24" x 14" x 12".
- Playing music or video aloud or playing musical instruments. Musical instruments are allowed but must not be played without the consent of the library staff and must not obstruct aisles or monopolize space. Earphones are required to listen to music or video on personal devices.
- Bringing in unsanitary items. Items deemed unsanitary by the senior library staff will not be permitted inside library buildings.
- Bringing bicycles, shopping carts, or other large-wheeled conveyances inside library buildings. Wheelchairs, strollers, and mobility devices are only permitted if being used as transportation for, or as a mobility device by, an adult or child. Skates, skateboards, collapsible scooters, hover boards, and other similar devices must be carried while on library property. Bicycles should be stored outside in designated bicycle racks.

Ontario City Library Code of Conduct and Expulsion Policy

Specific revisions:

- Entering or remaining in the Library barefoot or shirtless, or with poor bodily hygiene.
- Bringing in animals, other than certified assistive animals.
- Not following library's internet policy, tampering with or misuse of library computers or makerspace equipment.



Ontario City Library Code of Conduct and Expulsion Policy

Expulsion Policy

- Procedural
- Instructions for staff to follow
- Addresses alternative ban for juveniles
- Appeals process
 - Appeals discussed by the Board



Ontario City Library Code of Conduct and Expulsion Policy

Questions?

Adoption of both documents requested





CITY OF ONTARIO COMMUNITY LIFE & CULTURE

Agenda Report
January 11, 2022

SECTION: Click or tap here to enter text.

Department: Lewis Family Branch

Prepared By: Rachelle Lopez

Staff Member Presenting:

Rachelle Lopez

Approved By:

Action: Choose an item.

SUBJECT

Update on Ontario Promise Corps 2021/2022 Early Family Literacy grant project

AGENDA REPORT SUMMARY

Background

In early 2020, the Ontario City Library worked with the Ontario Recreation and Community Services Department, Hope for Housing and Ontario Montclair School District's Ontario Promise Corps to create and implement different components of a federal grant awarded to us to hire AmeriCorps members to work on a variety of city-wide initiatives. The library's portion consisted of implementing early literacy Every Child Ready to Read parent and child workshops, led by AmeriCorps participants trained as Early Learning Advisors.

Every Child Ready to Read (ECRR) is a parent education initiative that teaches parents and caregivers how to support early literacy and learning development. The program provides the tools and strategies needed to provide quality parent education and put library resources into the hands of parents. Participants of ECRR workshops will learn the five practices of early literacy: singing, talking, reading, writing and playing and ideas on how to use them during hands on activities with their children.

Lewis Family Branch Manager Heather Witherow and Lewis Family Branch Youth Services Librarian/Circulation Supervisor Rachelle Lopez oversee the program. Rachelle is the advisors' direct supervisor and project developer, and Heather facilitates the administrative components and marketing.

Update

Rachelle Lopez will report on the 2021/2022 Ontario Promise Corps grant year and offer updates on the Early Family Literacy grant project. Although there are some of the same components as the 2020/2021 grant project, there are some important updates that have us continuing to raise the bar of this grant's implementation.

The Early Family Literacy grant project was initially funded by AmeriCorps and has established partnerships with the Ontario Promise Scholars, Hope for Housing, Ontario's Recreation Department and the Ontario City Library, and this still holds true this grant year. The grant projects range from mentoring of middle and high school students to creating early learning and literacy programming. Staffing is also funded through AmeriCorps and staff are paid bi-weekly and, if all their service hours and requirements are completed, they receive a stipend at the end of their service that is used to pay off their student loans.

Here are some highlight of our grant's Performance Measurement Worksheets:

- **Problem/Need:**
 - San Bernardino County has high rates (exceeding 45%) of parents who do not read with their 0-5-year-old children. Target neighborhoods have many barriers including high poverty (85% of students receive free/reduced meals), only 44% of children ages 3-5 are enrolled in preschool or kindergarten, and many students and parents are learning English as a second language. Parent educational attainment is low with two out of every five parents without a high

school diploma. Cumulative barriers are reflected in a key measure: Third grade students in the Ontario-Montclair School District have low literacy scores. The program seeks to address early family literacy levels through targeting both the child and their child's caregiver.

- **Target Population:**
 - a) Economically disadvantaged children 0-5 years of age and their caregivers from affordable housing complexes, school sites, and community centers in highest need census tracts.
 - b) Number of direct high need beneficiaries: 168 0-PreK children and their primary caregivers.
 - c) All children and their caregivers meet the criteria as living in economically disadvantaged neighborhoods, described as such because area school population consists of 79-95% of students who qualify for free/reduced price meals. Participants are recruited from multiple affordable housing complexes and community centers in target neighborhoods.
- **Intervention/Activities:**
 - The five AmeriCorps members work to build relationships in the targeted neighborhoods to help identify isolated and underserved caregivers with children ages 0-5 years, then recruit participants in these neighborhoods. They gather community input to identify the best times for the eight week Every Child Ready to Read curriculum and the culminating celebration (family literacy event). Multiple series of workshops are held during the winter, spring and summer cycles.
- **Outputs and Outcomes**
 - 80/168 children whose caregivers participate in at least 16 hours of early family literacy training will show a 5% gain in early literacy skills between pre and post evaluation and an increase in school readiness.

2021/2022 Grant Year Changes

Workshops

Our workshops have been rebranded as "Raising Little Learners" and is a revamped 8-week workshop program for children ages 0-5 years and their grownups. Each workshop is led by Kennedy, our Ameri Corps advisor, who has recreated past workshop presentations and program planning with a stronger alignment with our Library's ASO. Our workshops will continue until September 2022.

Evaluation Tool

Due to implementation problems with our former Evaluation Tool, staff worked with a grant consultant on recreating a more accurate and useful tool. This tool is now called “The Early Family Literacy Tool” and has already received positive feedback from participants.

Agenda Item Number 3

Update on Ontario Promise Corps 2021- 2022 Early Family Literacy Project

Presented By:

Rachelle Chasey, Librarian and Circulation
Supervisor

January 11, 2022





Ontario Promise Corps

EARLY FAMILY LITERACY PROJECT



a

Overview Agenda

• b

● Introductions

● Outreach

● Curriculum

● Evaluations/Data Collection

● Workshops

● Marketing

c



Meet Our Early Learning Advisor!

b



Kennedy Flores

Early Learning
Advisor

c

a



Curriculum

- Every Child Ready to Read Curriculum
- The 2nd Edition of ECRR Simplified
- Five Early Literacy Practices



Every **CHILD**
Ready **READ**
© your library™



Implementing the Curriculum in the Workshops



“Raising Little Learners Workshops”

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b

	Session 1	Session 2	Session 3
	Winter	Spring	Summer
Start Date	November 30	February 15	July 19
End Date	January 18	April 5	September 6

- Workshop Dates
- Workshop Order
- Supply Lists
- “Grab and Go” bags

c

Raising Little Learners Presents

FUN WITH MATH AND SCIENCE

Help your child get ready to read!





Getting Ready to Read at Home

Learning to read begins before children start school. Help your children develop early literacy skills now; this makes it easier for children to learn to read once they begin school.

Five of the best ways to help your child get ready to read are:

TALKING
READING
WRITING
SINGING
PLAYING



Learn how to help your child get ready to read with simple activities such as the ones suggested here.

Find more ideas at your library.



Every Child Ready to Read® is a project of the Association for Library Service to Children and the Public Library Association, divisions of the American Library Association.
www.everychildreadytoread.org

PLACES TO TALK

Talking with your child is one of the best ways to help develop language and other early literacy skills. Conversations help a child express thoughts, learn what words mean, and gain new information about the world. Any place is a good place to talk with your child. All you need is to take the time and ignore any distractions. Listen to what your child says, answer questions, add new information, and listen some more! Ten chances to chat during the day include:

- Morning routines
- Doing household chores
- Before bedtime
- During both time
- Out on a walk
- In the car
- Waiting in a line
- Before a nap
- At the store
- During meals

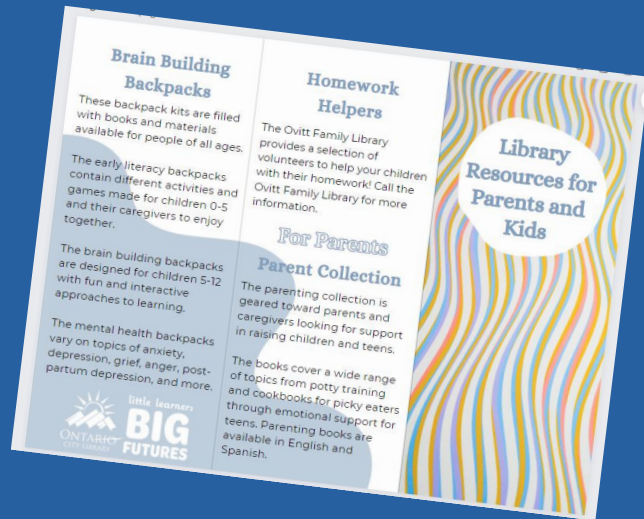
SINGING

Singing helps children hear the distinct sounds that make up words. This is an important early literacy skill. Songs also teach new vocabulary and introduce new ideas and concepts.

Sing with your children any chance you have: at home, in the car, during a walk. You don't need a perfect voice, just some enthusiasm. Play music that was written especially for children. Check out music CDs from the library or listen to family-friendly music online from sites such as www.freesongsforkids.com or www.mamalisa.com.

Move to the music. Children develop motor skills as they clap, jump, twirl, and spin to music. Make simple musical instruments and play them as you sing. Fill a plastic bottle with cereal or use a pie-tin and wooden spoon as percussion instruments. Need more ideas for what to make? Find help at the library!

You also can sing nursery rhymes or sing instead of reading a book. Find a book that is based on a song (ask your librarian for help) or make up a simple tune for one of your child's favorite books.



Marketing

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b



Point # 1

Worked with Housing Department to obtain list of underserved areas



Point # 2

Located other schools, community organizations and housing complexes that fit our target population

c



Point # 3

Created our Outreach Plan

Examples of our Marketing



**Raising Little Learners®
Workshops**

A Little Learners, Big Futures program presented by Ontario Promise Corps and Ontario City Library.

WORKSHOPS
• 10:30 AM - 11:30 AM •

NOVEMBER 30: PARENTS AND CAREGIVERS WORKSHOP
DECEMBER 7: FUN WITH PARENTS AND CHILDREN
DECEMBER 14: FUN WITH LETTERS
DECEMBER 21: FUN WITH WORDS
DECEMBER 28: FUN WITH MATH AND SCIENCE
JANUARY 4: S.T.E.A.M. FOR LITTLE LEARNERS
JANUARY 11: LIBRARY TOUR / Q&A
JANUARY 18: ART PROCESS WORKSHOP

GET COZY WITH A BOOK!
JOIN US FOR AN 8 WEEK INTERACTIVE PROGRAM!

We will provide parents and caregivers with tools to help their Little Learners become successful readers!

For more information and to register, email OPCEarlyLearning@ontarioca.gov or call (909) 395-2273.

Mayor Paul S. Leon • Mayor pro Tem Alan D. Wagner
Council Members Jim W. Bowman, Debra Dorst-Poradio and Ruben Valencia

  @CityofOntarioCLC  @OntarioCLC  @OntarioCLC





Raising Little Learners Presents...

**Caregiver and Child
Workshop**

Tuesday, December 7th
10:30am - 11:30am

The flyer features a central illustration of a family: a man in a blue shirt and yellow pants, a woman in a yellow dress, and a young girl in a yellow shirt, all holding hands. The background is white with faint horizontal lines and floral decorations in the corners.

Marketing



- An Essential Element
- Marketing Tools
- Social Media and Flyer
- Ontario Living Magazine

Outreach

b

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1

- Outreach Umbrella

2

- School Districts

3

- Partnerships

4

- Scripts

5

- Organization

6

- Updates

c

Evaluation & Data Collection

a



The Evaluation
Committee



Our Outputs and
Outcomes

c



b

Our Goals for the Program

Goal 1

Locate underserved areas in the City of Ontario

Goal 2

Build relationships in these targeted neighborhoods

Goal 3

Create 8 workshops for parents and caregivers of children ages 0-5 years and accomplish our outputs

Goal 4

Parents and caregivers will demonstrate an increase in their early literacy awareness, knowledge, plans and methods and we will accomplish our outcomes



• Thank you!

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We Welcome All Questions!
OPCEarlyLearning@OntarioCa.gov
Early Learning Advisors
909-395-2273

