Overview and General Rules

I. PURPOSE OF CUSTOMER CODE OF CONDUCT

Deschutes Public Library (DPL) is dedicated to providing a safe and harassment-free environment for all people and has a zero-tolerance policy regarding harassment, intimidation, and discrimination.

II. OBJECTIVE

The objective of this rule is to clarify a safe and harassment-free environment as one that is free of all harassment, intimidation, and discrimination made on the basis of race, age, sex, gender, gender identity and expression, sexual orientation, national origin, ancestry, disability, medical condition, religion, class, body size, veteran status, marital/domestic partnership status, citizenship or any other marginalized identity.

Harassment includes but is not limited to verbal comments, written comments, displayed images, or behaviors such as deliberate intimidation, stalking, body policing, unwelcome photography or recording, sustained disruption of talks or other events, inappropriate physical contact, unwelcome sexual attention, and bullying or coercion of any kind.

Harassment does not include respectful disagreement or reasonable and respectful critique made in good faith.

III. RULES AND REGULATIONS

A. DEFINITIONS AND SCOPE

The DPL Anti-Harassment Policy applies to all people present on DPL premises or attending any DPL program and event or any online interaction. This policy applies to all situations of harassment, intimidation, or discrimination including but not limited to either on-site or off-site workshops, festivals, conferences, meetings, programs, events, and online interactions.

Persons who violate the following Behavior Rules may be ejected and/or excluded from the library premises, programs and events, may lose all library privileges, be denied an honorium or refund, or be subject to arrest. Any person so excluded shall lose all library privileges for a period of up to three years, as determined by the Library Manager or designee.

B. BEHAVIOR RULES

The DPL Anti-Harassment Policy prohibits harassment, including but not limited to the following behaviors:

- deliberate intimidation, stalking or following
sustained disruption on library premises or at programs, workshops or events
inappropriate physical contact
unwelcome sexual attention
abusive verbal comments
quid pro quo – sexual harassment that occurs when one in a position of authority requests sex or a sexual relationship in exchange for professional consideration or favor(s)

1. Harassment, intimidation, and discrimination on DPL premises or on-line is prohibited.

2. Harassment, intimidation, and discrimination by participants at any DPL program, event and/or activity, including presenters, staff, and attendees, is prohibited.

3. Retaliation against a member of the DPL community for reporting harassment, intimidation or discrimination or for participating in an investigation relating to any complaint made is prohibited.

C. REPORTING PROCEDURES

Any person who believes there has been a violation of the DPL Anti-Harassment Policy should contact the Library Director or Assistant Director. If neither are available, the person should contact a DPL staff member that is present or immediately available.

IV. WRITTEN NOTICE OF RULE VIOLATION AND EXCLUSION FROM LIBRARY PREMISES, PROGRAM OR EVENT

Library staff shall provide all persons who have been excluded from library premises, programs or events with a written Notice of Rule Violation informing the person of the specific nature of the rule violation and of the available appeal procedure. Library staff will provide such notice in person at the time a person is excluded from the premises or, by mail, when possible and within a reasonable time thereafter.

V. APPEAL PROCEDURE

People who have received a notice may request a hearing. The request must be in writing and filed at the Deschutes Public Library’s Administration Building or a Branch Library within one week (exclusive of weekends of legal Holidays) of receipt of the notice. The Library Director or Designee(s) will schedule a hearing, which shall not be more than two weeks after receipt of the request. However, the Library Director or Designee(s) may extend these timelines for good cause. The hearing will be informal and the Library Director or Designee(s) will consider testimony from library staff involved in the incident, from the person requesting the hearing, and from any other witnesses to the incident. The person requesting the hearing has a right to be represented by counsel, at that person’s expense, and the right to cross examine any witnesses who testify. At the conclusion of the hearing, the Library Director or designee(s) may affirm, modify, or cause the notice to be canceled. A written copy of the decision, on the date it is issued, will be delivered or mailed to the person requesting the hearing.