



*City of Arts & Innovation*

# Board of Library Trustees

**TO: BOARD OF LIBRARY TRUSTEES** **DATE: NOVEMBER 8, 2021**  
**FROM: RIVERSIDE PUBLIC LIBRARY** **WARDS: ALL**  
**SUBJECT: SUMMARY OF SECURITY/INCIDENT REPORTS**

## **ISSUE:**

Receive a summary of security/incident reports from August, September, and October 2021.

## **RECOMMENDATION:**

That the Board of Library Trustees receive and file the summary of security/incident reports from August, September, and October 2021.

## **BACKGROUND:**

The Riverside Public Library has established Rules of Library Conduct Identified and Prohibited by the Riverside Municipal Code Section 9.75 for successful running of its facilities, to maintain an appropriate library environment, and to ensure customers enjoy their Library visits. Library employees, in consultation with their supervisor, are authorized to issue warning and exclusion notices for violations to the Rules of Library Conduct.

An itemized summary below provides a brief description of the incidents, warning and exclusion notices that occurred at all Riverside Public Library locations in August, September, and October 2021.

### **Arlanza**

9/23/21 Incident reported of a toy falling off a shelf onto an individual. Minor first aid needed.

### **Arlington**

8/31/21 Incident reported of a customer's lug nuts on tires of vehicle were stolen.

9/4/21 Exclusion notice for 365 days for individual in women's restroom and for violating Rule 18 Using restrooms inappropriately, including laundering or bathing; Rule 20 Harassing or threatening library staff or customer; Rule 21 Staring at, following or photographing library staff or customers.

- 9/15/21 Incident reported of two individuals using the restrooms inappropriately. A 30-day exclusion notice was issued to the two individuals for violating Rule 18 Using restroom inappropriately, including laundering or bathing.
- 9/14/21 Incident of individual harassing and threatening County of Registrar employees. \*
- 9/16/21 Incident of individual stating to staff he has been dangerous to others and to himself and referred to Homeless Solutions.
- 9/17/21 Incident reported of an individual sleeping in the front entrance. A 30-day exclusion notice issued for Rule 12 Sleeping or lying on the floor or furniture; and Rule 1 Abide by all federal, state, and local laws – indecent exposure.
- 9/18/21 Incident reported of individual for vandalizing sliding glass doors. A 30-day exclusion notice issued for violating Rule 14 Vandalizing, damaging or abusing Library materials, equipment or facilities.
- 9/21/21 Incident of individual requesting psychiatric services. \*
- 10/2/21 Incident reported of vandalism to lock of trash enclosure gate that was sawed off.

### **SSgt Salvador J. Lara Casa Blanca**

- 8/5/21 Incident of a customer experiencing mental health issue. Non-emergency and outreach crisis worker contacted. \*
- 9/9/21 Incident reported of an individual who knocked over the trash can outside and threw trash at the security guard. A 30-day exclusion was issued for violating Rule 14 Vandalizing, damaging or abusing Library materials, equipment or facilities, and Rule 20 Harassing or threatening library staff or customer.
- 9/13/21 Incident of small fire on the sidewalk behind Riverside Public Utilities building. The fire was put out and RPU was notified.

### **Spc. Jesus S. Duran Eastside**

- 8/27/21 Incident reported where a customer was loud, disruptive, aggressive, and repeatedly was asked by staff to keep face covering on.
- 9/15/21 Incident reported of an individual who previously stole a library laptop was trying to log in to a public computer and caused a disturbance when reminded of the previous 365-day exclusion issued on 8/14/21.

### **La Sierra**

- 9/17/21 Incident of individual loitering in the parking lot. \*
- 10/7/21 Incident of individual sleeping in parking lot and urinated on the property.

## **Main**

8/19/21	Incident of a customer being loud and disruptive.
8/25/21	Incident of a telephone call requesting inappropriate information.
8/25/21	Exclusion notice issued for 30 days to library user for violating Rule 20 Harassing or threatening library staff or customer.
8/27/21	Exclusion notice issued for 30 days to library user for violating Rule 24 Disturbing other after being warned to stop, and Rule 20 Behavior that was intimidating and offensive.
8/31/21	Incident reported of a customer causing a disruption by yelling at a child to get off furniture for fear of falling.
9/1/21	Incident reported of disruption from a customer who wanted to bring in an electric scooter into the building.
9/2/21	Incident reported of disruption in the arcade of an individual riding a bicycle erratically and kicking the security guard's chair. * A 90-day exclusion was issued for violation of Rule 1 and 14 Vandalizing, damaging or abusing Library materials, equipment or facilities; Rule 20 Harassing or threatening library staff or customer, and Rule 25 Running, playing in the elevator or horseplay after warning.
9/4/21	Incident reported of disruption two individuals using foul language and trying to fight in the Marketplace and Innovation Center.
9/14/21	Incident 1 of 2 reported of customer who was disruptive, appeared intoxicated and making inappropriate comments to female staff. A 180-day exclusion notice was issued for violating Rule 20 Harassing or threatening library staff or customer; Rule 21 Persistent staring, leering, lewd gestures to denote sexual activity, or intentionally blocking another person's path, following, or photographing library customers or staff is prohibited, and Rule 1 Abide by all federal, state, and local laws.
9/14/21	Incident 2 of 2 reported of customer making inappropriate comments to female staff. A 180-day exclusion notice was issued for violating Rule 20 Harassing or threatening library staff or customer; Rule 21 Persistent staring, leering, lewd gestures to denote sexual activity, or intentionally blocking another person's path, following, or photographing library customers or staff is prohibited, and Rule 1 Abide by all federal, state, and local laws.
9/14/21	Incident reported of a customer giving a gift bag and food to an employee with a thank you card with contact information.
9/29/21	Incident reported of a customer being disruptive in the restroom.

## **Orange Terrace**

8/18/21	Incident of a customer who hit their head on a bookshelf. No medical assistance requested.
9/22/21	Incident reported of an individual who accidentally stubbed toe. Individual declined medical assistance or further reporting.
9/30/21	Incident of 15-20 teens causing loud disturbances. Exclusion notice issued for 30 days to two individuals for violating Rule 24 Disturbing other after being warned to stop and Rule 25 Running, playing in the elevator or horseplay after two verbal warnings.

*\*Indicates police interaction.*

## **STRATEGIC PLAN ALIGNMENT:**

This item contributes to Strategic Priority No. 1 *Arts, Culture & Recreation* and Goal 1.4 – Prioritize safety and welfare in City Parks, trails, and cultural and recreation facilities. Strategic Priority No. 2 Community Well-Being: Ensure safe and inclusive neighborhoods where everyone can thrive.

This item aligns with each of the five Cross-Cutting Threads as follows:

1. **Community Trust** – The incident report is used to identify trends in fluctuations of warnings and exclusions issued to patrons that violate the Rules of Library Conduct identified and prohibited by the Riverside Municipal Code Section 9.75 to enhance security measures for public safety.
2. **Equity** – The Library endeavors to provide a safe environment to all its customers.
3. **Fiscal Responsibility** – The Library's financial resources are not used for the incident report.
4. **Innovation** – The Library in collaboration with partnerships with the Riverside Police Department and the City Attorney's Office to coordinate effective enforcement of major violations of the Riverside Municipal Code Section 9.75.
5. **Sustainability & Resiliency** – The Library, City Attorney's Office and the Board of Library Trustees regularly review of the Rules of Library Conduct to ensure that the Rules of Library Conduct are current with local, state and federal laws.

## **FISCAL IMPACT:**

There is no fiscal impact associated with this report.

Prepared by: Erin Christmas, Library Director  
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