

## **SALINE DISTRICT LIBRARY POLICY BULLETIN**

**POLICY NO: 502**

**SUBJECT: PATRON BEHAVIOR**

### **I. Introduction.**

The Saline District Library (the “Library”) is open for specific and designated civic, educational and cultural uses, including reading, studying, writing, participating in scheduled Library programs, and using Library materials. In order to provide resources and services to all people who visit the Library facilities in an atmosphere of courtesy, respect, and excellent service, the Library Board has adopted this Patron Behavior Policy. The purpose of the Patron Behavior Policy (“Policy”) is to assist the Library in fulfilling its mission as a community resource enriching life, stimulating intellectual curiosity, fostering literacy, and encouraging an informed citizenry.

Patrons must adhere to all Library Policies, including the following rules of conduct, which shall apply to all buildings – interior and exterior – and all grounds controlled and operated by the Library (“Library Property”) and to all persons entering in or on the premises, unless otherwise specified.

### **II. Rules for a Safe Environment.**

- A. Violations of Law. Committing or attempting to commit an activity in violation of federal, state, or local law, ordinance or regulation (including but not limited to assault, indecent exposure, larceny, removing Library material from the property without authorization through the approved lending procedures, vandalism, child pornography or copyright infringement) is prohibited.
- B. Weapons. Carrying guns, pistols or other weapons, except as specifically permitted and exempt from local regulation by law, is prohibited.
- C. Alcohol; Drugs. Possessing, selling, distributing, or consuming any alcoholic or intoxicating beverage, marijuana, illegal drug, or drug paraphernalia is prohibited. Persons noticeably under the influence of any controlled substance, marijuana or alcoholic or intoxicating liquor are not allowed on Library property. Alcohol may be permitted at certain Library-sponsored events if specifically approved by the Library.

- D. Recreational Equipment and Personal Transport Devices. Use of skateboards, rollerblades, roller skates, hoverboards or other wheeled form of recreational equipment is not allowed in the Library or on Library Property. Library patrons must park bicycles or other recreational vehicles only in authorized areas. Wheelchairs, scooters, and other power driven mobility devices are permitted by those individuals with disabilities in accordance with Library rules, unless a particular type of device cannot be accommodated because of legitimate safety requirements.
- E. No Blocking of Doors, Aisles or Entrances. All doors, aisles and entrances must remain obstacle-free. This includes a prohibition of running power cords across aisles or other areas that are used for walking.
- F. Animals. Animals are not permitted in the Library other than service animals (as defined by law) for those individuals with disabilities, those used in law enforcement, or for Library programming.
- G. Incendiary devices. The use of incendiary devices, such as candles, matches, and lighters, is prohibited inside the Library.
- H. Staff Only Areas. Patrons shall not be permitted in any areas designated as "staff only" unless otherwise permitted by the Library Director.
- I. School Groups. School groups using the Library must have approval of the Library Director and must have a teacher and other appropriate staff present to ensure that the students use the Library in conformance with these rules.

### III. Rules for Personal Behavior.

- A. Personal Property. Personal property brought into the Library is subject to the following:
  - 1. The Library staff may limit the number of parcels carried into the Library. The Library may also limit the size of items; for example, the Library prohibits large items such as suitcases, duffle bags or large plastic garbage bags.
  - 2. Personal possessions shall not be left unattended. The Library is not responsible for personal belongings left unattended and does not guarantee storage for personal property. Library staff is not permitted to guard or watch personal belongings.
- B. Food and Beverages. Food and beverages are only permitted in designated areas.

- C. Unauthorized Use. Patrons must leave the Library Property promptly at closing time and may not be in the Library when it is not open to the public. Further, any patron whose privileges to use the Library have been denied may not enter the Library or be on Library Property. Any patron whose privileges have been limited may not use the Library in any manner that conflicts with those limits placed on the patron by the Library Director, his or her designee, or the Library Board.
- D. Engaging in Proper Library Activities. Patrons shall be engaged in activities associated with the use of the Library while in the building or on Library Property. Patrons not engaged in reading, studying, writing, participating in scheduled Library programs, or using Library materials or equipment may be required to leave the building and shall not remain on Library Property. This includes sleeping on Library furniture or floor. This prohibition also includes leaving and entering the building repeatedly without engaging in library activities.
- E. Considerate Use. The following behavior is prohibited in the Library or on Library Property:
1. Spitting;
  2. Running, pushing, shoving, fighting, throwing items, provoking a fight or other unsafe physical behavior;
  3. Climbing on furniture;
  4. Using obscene or threatening language or gestures;
  5. Engaging in sexual behavior (1) that is a violation of the law, (2) which can reasonably be expected to disturb Library users or staff while such staff or patrons are in the Library or on Library property; or (3) that interferes with the Library patrons' use of the Library or the ability of the staff person to do his or her job.
- F. Panhandling, Soliciting, or Sales. Panhandling or soliciting Library staff or patrons for money, products, or services inside the Library or on Library property is prohibited. Sales of products or services that are incidental to Library programming may be permitted if approved in advance by the Library Director.
- G. Interference with Staff. Patrons may not interfere with the staff's performance of duties in the Library or on Library property. This includes engaging in conversation or behavior that monopolizes or forces the attention of staff for an inappropriate period of time, inappropriate personal comments, sexual advances, or physical and/or verbal harassment.

- H. Campaigning, Petitioning, Interviewing and Similar Activities. As a limited public forum, the Library reserves the right to regulate the time, place, and manner for campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting on Library grounds as follows:
1. Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting are prohibited inside the Library building.
  2. Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting outside the Library building but on Library property are subject to the following requirements:
    - a. Persons or groups are requested to sign in at the Checkout Desk in advance.
    - b. Use of the Library property does not indicate the Library's opposition or endorsement of the candidate or issue that is the subject of the petition, interview, campaign or discussion.
    - c. Permitted areas for campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting outside of the Library building shall be limited to the areas 25 feet from all entrances.
    - d. No person shall block ingress or egress from the Library building.
    - e. Permitted times will be limited to the operating hours of the Library.
    - f. Campaign material, literature or petitions may not be brought into the Library, posted at the Library or left on Library property.
- I. Distributions; Postings. Distributing or posting printed materials/literature on Library Property not in accordance with Library policy is prohibited (See [Policy 508: Public Bulletins, Brochures, & Notices](#)).
- J. Restrooms. Misuse of restrooms, including laundering, sleeping, shaving, hair cutting or trimming, bathing, and sexual activity is prohibited. Unless a parent or guardian is assisting a child or a patron is assisting a person with a disability, there shall only be one person to a stall. Library materials may not be taken into restrooms.

- K. Harassment. Staring, photographing, video recording, audio recording, following, stalking, harassing, arguing with, threatening, talking or behaving in a manner (1) which can reasonably be expected to disturb Library patrons or staff while such staff or patrons are in the Library or on Library property; (2) that interferes with the Library patrons' use of the Library or the ability of the staff person to do his or her job; (3) that would create or may result in a hostile work environment for Library staff; and/or (4) that violates Michigan law or federal law is prohibited.
- L. Loud Noise. Producing or allowing any loud, unreasonable, or disturbing noises that interfere with other patrons' use of the Library or which can be reasonably expected to disturb other persons or have the intent of annoying other persons, including yelling, cheering, talking, or noises from electronic, entertainment, and communication devices, such as cell phones, tablets, headphones, and radio, is prohibited. Patrons may use headphones or earbuds but at a volume that cannot be heard by other Library patrons or staff.
- M. Odor. Offensive odor, including but not limited to body odor due to poor personal hygiene, overpowering scents, or odors from items brought into the Library, that causes a nuisance is prohibited.
- N. Phone and Video Calls. Phone and video calls are permitted in the Library at volumes that comply with Section L: Loud Noise. When conducting video calls, cameras must be pointed in a direction that does not capture other patrons or staff members, or the background must be blurred or otherwise set in a manner that obscures others' use of the Library.
- O. Identification. Patrons must provide identification to Library staff when requested.
- P. Tables or Structures on Library Property. No person may use or set up a table, chairs, cart, stand, sign or similar structure on Library Property. This does not apply to Library-sponsored or co-sponsored events.
- Q. Smoking; Tobacco or Marijuana Use. Smoking, using e-cigarettes, vaping, electronic nicotine delivery systems, or chewing tobacco is prohibited on Library Property. Using, smoking or possessing marijuana on Library property is also prohibited.
- R. Shirts and Shoes. Shirts and shoes are required for health reasons and must be worn at all times inside the Library and on Library Property.
- S. Photography. Casual amateur photography, filming and video recording is permitted in the public areas of the Library building and Library Property for patrons and visitors, provided that the photography does not interfere in any way with Library operations, capture any identifiable likenesses of individuals

without their permission, or otherwise violate [Michigan Act 455 of 1982 \(The Library Privacy Act\)](#). In no circumstances may anyone take a photo or film a Library patron without the consent of the patron, or their parent/guardian, if a minor. For more information, see [Policy 516: Public Relations, Media, and Photography](#).

IV. Rules for the Use and Preservation of Library Materials and Property.

A. Care of Library Property. The Library has a property interest in maintaining and preserving its property. As a result, patrons must not:

1. Deface, vandalize, damage or improperly use or improperly remove Library materials, equipment, furniture, or buildings;
2. Load or install any programs or software on Library computers;
3. Cause damage by returning books containing bedbugs or bringing bedbugs into the Library;
4. Be in the Library with bodily fluids and/or bodily waste on themselves, their clothes or their belongings. Patrons must also not allow bodily fluids or waste to spill or otherwise come in contact with furniture or other surfaces in the Library where patrons or staff could be exposed to contact with the bodily fluid or waste.

Patrons shall be responsible to reimburse the Library for costs incurred by the Library for violating this provision. This includes any costs the Library incurs for proper and safe clean-up of bodily fluids or bodily wastes

B. Internet Use. Patrons must abide by established time limitations and all other provisions of the Library Internet Use Policy.

C. Equipment. Library staff computers are for staff use only.

D. Authorized Lending. Library materials may only be removed from the premises with authorization through established lending procedures.

E. Use of Tables and Computers. Library staff reserves the right to limit the number of people at a table or computer.

## V. Disciplinary Process for Library Facilities.

The Library Director or the Director's designee may restrict access to Library facilities and/or Library Property with immediate dismissal of the patron from the Library Property, by suspending the patron's access to the Library building and/or Property for a set period of time, or by denying access to specific services and/or programs pursuant to this Policy. When necessary, the local police may be called to intervene.

- A. Incident Reports. Library staff shall record in writing in the form of an Incident Report any violation of this Policy that results in a suspension of Library privileges.
- B. Violation of the Policy – Suspension of Privileges. Unless otherwise provided in this Policy (see Section C below), the Library shall handle violations as follows:
  1. *Initial Violation:* Library patrons observed violating this Policy will be asked to cease the violation with a verbal request. If the patron does not comply with the request, they will be asked to leave the Library Property for the day. If they refuse, the police may be called.
  2. *Subsequent Violations:* The Library Director or the Library Director's authorized designee may further limit or suspend the patron's Library privileges if infractions continue. Such limitation or revocation shall be in writing specifying the nature of the violation. Subsequent violations of the same rule shall result in additional suspensions of increasing length.
- C. Violations that Affect Safety and Security. Violations involving verbal abuse, violence, threatening behaviors, sexual harassment, vandalism, drug sale or use or attempted drug sale or use, intoxication, theft or attempted theft, physical harassment, sexual misconduct or any behavior that threatens the safety and security of staff and/or patrons shall be handled as follows:
  1. *Initial Violation:* The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. Violations of this nature will result in an immediate minimum two-week suspension of Library privileges in order to give the Library sufficient time to investigate the incident. After the investigation is completed, the Library Director or his/her designee may add additional time to the initial limitation or suspension period.
  2. *Subsequent Violations:* The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. The Library Director or the Library Director's authorized designee, may further limit or suspend the patron's Library privileges in escalating responses, which will be documented in

writing. Subsequent violations of the same rule will result in additional suspensions of increasing length.

- D. Reinstatement. The patron whose privileges have been limited or suspended (and the patron's parent or guardian if the patron is a minor) shall attend a meeting with the Library Director or the Library Director's designee to review the Library Patron Behavior Policy before their privileges may be reinstated. The Library Director may impose conditions for the reinstatement.

## VII. Right of Appeal.

Patrons may appeal (1) a decision to limit or suspend privileges or (2) the conditions placed on reinstatement by sending a written appeal to the Library Board President within ten (10) business days of the date of the initial decision. The Library Board President will confer with the Library Director when reviewing the appeal. The decision of the Library Board President is final.