

WIXOM PUBLIC LIBRARY
POLICY STATEMENT

PATRON BEHAVIOR

November 2008; revised January 2018; revised June 2019

1. Introduction

The Wixom Public Library is open for specific and designated 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 Wixom Public Library facilities in an atmosphere of courtesy, respect, and excellent service, the Library Board of Trustees has adopted this Patron Behavior Policy. The purpose of the policy is to assist the Wixom Public Library in fulfilling its mission as a community resource enriching life, stimulating intellectual curiosity, fostering literacy, and encouraging an informed citizenry.

The following rules of conduct shall apply to the building (interior and exterior) and grounds controlled and operated by the Wixom Public Library and to all persons entering in or on the premises, unless otherwise specified.

2. 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, larceny, removing library material from the property without authorization through the approved lending procedures or vandalism) 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 beverage, illegal drug, or drug paraphernalia is prohibited; provided that alcohol may be permitted at certain Library-sponsored events if specifically approved by the Library.
- d. Under the Influence. Persons noticeably under the influence of any controlled substance or intoxicating liquor are not allowed on Library property.
- e. Recreational Equipment and Personal Transport Devices. Use of skateboards, rollerblades, roller skates, 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 and other personal transport devices are permitted by those individuals with disabilities.

- f. 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.
- g. 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.
- h. Incendiary devices. The use of incendiary devices, such as candles, matches, and lighters, is prohibited inside the Library.
- i. Staff Only Areas. Patrons shall not be permitted in any areas designated as “staff only” unless otherwise permitted by the Library Director.
- j. 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.

3. **Rules for Personal Behavior**

- a. Personal Property. Personal property brought into the Library is subject to the following:
 - i. Library personnel may limit the number of parcels carried into the Library.
 - ii. The Library is not responsible for personal belongings left unattended.
 - iii. The Library does not guarantee storage for personal property.
 - iv. Personal possessions must not take up seating or space if needed by others.
- b. Food and Beverages. Consuming food or beverage is prohibited in the Library building except for refreshments related to Library programs.
- c. Unauthorized Use. Patrons must leave the Library promptly at closing time and may not be in the Library when it is not open to the public. Further, any patrons whose privileges to use the Library have been denied may not enter the Library. 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 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. Patrons not engaged in reading, studying, writing or using Library materials, resources or facilities shall be required to leave the building.

- e. Considerate Use. The following behavior is prohibited in the Library building:
 - i. Spitting.
 - ii. Running.
 - iii. Putting feet or legs on furniture.
 - iv. Using obscene or threatening language or gestures.
 - v. Crowding more than two people at a single computer station.

- f. Panhandling or Soliciting. 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 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:
 - i. Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting are prohibited inside the Library building.

 - ii. Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting outside the Library building but on Library property are subject to the following requirements:
 - iii. Persons or groups are requested to sign in at the Checkout Desk in advance.

 - iv. 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.

 - v. 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.

 - vi. No person shall block ingress or egress from the Library building.

 - vii. Permitted times will be limited to the operating hours of the Library.

- viii. Campaign material, literature or petitions may not be brought into the Library, posted at the Library or left on Library property.
- i. Sales. Selling merchandise on Library property without prior permission from the Director is prohibited.
- j. Distributions; Postings. Distributing or posting printed materials/literature on Library property not in accordance with Library policy is prohibited.
- k. Restrooms. Misuse of restrooms, including laundering, shaving, hair cutting or trimming, bathing and sexual activity is prohibited. Library materials may not be taken into restrooms.
- l. Harassment. Staring, photographing, video recording, audiorecording, following, stalking, harassing, arguing with or threatening or behaving in a manner (1) that can reasonably be expected to disturb Library users or staff while in the Library or on Library property so that it interferes with the Library patrons' use of the Library or (2) that interferes with the Library Patrons' use of the Library or the ability of the staff person to do his or her job is prohibited.
- m. Loud Noise. Producing or allowing any loud, unreasonable, or disturbing noise that interferes with other patrons use of the Library which can be reasonably expected to disturb other persons or have the intent of annoying other persons, including yelling, cheering, talking (with other, in monologues or on the phone) or noises, those from electronic, entertainment, and communication devices, such as cell phones, smartphones, tablets, headphones, and radio is prohibited. Cell phones and pagers should be silenced in the Library.
- n. Body Odor. Offensive body odor including but not limited to body odor due to poor personal hygiene, overpowering perfume, or cologne that causes a nuisance is prohibited. (For example, if the patron's odor interferes with staff or other patrons' use of the Library, the patron violates this Policy).
- o. Library Policies. Patrons must adhere to all Library Policies.
- p. Identification. Patrons must provide identification to Library staff when requested.
- q. Tables or Structures on Library Property. No person may use or set up a table, stand, sign or similar structure on Library property. This does not apply to Library-sponsored or co-sponsored events.
- r. Smoking. Tobacco Use. Smoking, using e-cigarettes, vaping, or chewing tobacco is prohibited on Library property.

- s. 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.
- t. Photography. All patrons must seek permission from the Library Director or designee before taking photos or filming at the Library, including but not limited to taking pictures of unattended children and other patrons. This provision does not apply to photographs taken or filming done while attending a meeting that is open to the public under the Open Meetings Act.

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

- a. Care of Library Property. Patrons must not deface vandalize, or improperly remove Library materials, equipment, furniture, or buildings. Patrons shall be responsible to reimburse the Library for costs incurred by the Library for violating this provision. Patrons shall not cause damage by returning books containing bedbugs or bringing bedbugs into the Library. Patrons must not violate Michigan law, including but not limited to the following:
 - i. *MCL 750.364. Larceny from Libraries*
“Any person who shall procure, or take in any way from any public library or the library of any literary, scientific, historical or library society or association, whether incorporated or unincorporated, any book, pamphlet, map, chart, painting, picture, photograph, periodical, newspaper, magazine, manuscript or exhibit or any part thereof, with intent to convert the same to his own use, or with intent to defraud the owner thereof, or who having procured or taken any such book, pamphlet, chart, painting, picture, photograph, periodical, newspaper, magazine, manuscript or exhibit of any part thereof, shall thereafter convert the same to his own use or fraudulently deprive the owner thereof, shall be guilty of a misdemeanor.”
 - ii. *MCL 750.391. Maliciously injuring or Mutilating Library Books*
“Any person who shall willfully, maliciously or wantonly tear, deface or mutilate or write upon, or by other means injure or mar any book, pamphlet, map, chart, painting, picture, photograph, periodical, newspaper, magazine, manuscript or exhibit or any part thereof belonging to or loaned to any public library, or to the library of any literary, scientific, historical or library society or association, whether incorporated or unincorporated, shall be guilty of a misdemeanor.”
- b. Internet Use. Patrons must abide by established time limitations and all other provisions of the Wixom Public Library Internet Use Policy.
- c. Equipment. Library phones and staff computers are for staff use only.

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

5. Rules for the Safety of Youth

- a. Supervision of Children. Parents or caregivers must be present and responsible for the supervision of children age six (6) and under pursuant to the Library's Unattended Children/Disruptive Behavior Policy.
- b. Restriction of Youth Areas. Staff may restrict Adult use of Youth areas, including Youth restrooms and Youth computers.

6. Disciplinary Process for Library Facilities

The Library Director or the Director's designee may restrict access to Library facilities with immediate dismissal of the patron from the premises, by suspending the patron's access to Library facilities for a set period of time, or by denying access to specific services and/or programs pursuant to this Policy. If 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 resulted in a verbal warning or a suspension of Library privileges. By the end of the day on which the incident occurred, and Incident Report shall be written and forwarded to the Library Director for logging and review. The report should include physical descriptions in addition to the name of the patron.
- 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:
 - i. *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, he or she will be asked to leave the building for the day. If they refuse, police may be called.
 - ii. *Subsequent Violations*: The Director or the Director's authorized designee may further limit or revoke 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:

- i. *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.
 - ii. *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 Director or the Director's authorized designee may further limit or revoke 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 revoked shall attend a meeting with the Director or the Director's designee to review the Library's Patron Behavior Policy before their privileges may be reinstated. The Library Director or his or her designee may impose conditions for the reinstatement.

7. Right of Appeal

Patrons may appeal (1) a decision to limit, suspend or revoke privileges or (2) the conditions placed on reinstatement by sending a written appeal to the Library Board within 10 business days of the date of the decision being appealed. The appeal should be sent to the President of the Library Board. The decision of the Library Board is final.