

# Patron Code of Conduct

The Mount Clemens Public 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 materials to all persons who visit the library facilities in an atmosphere of courtesy, respect and excellent service, the Library Board of Trustees has adopted this Code of Conduct Policy. The purpose of this policy is to protect the right of the public to orderly, peaceful, and productive access to Library facilities and services, to ensure the safety of patrons and staff, and to protect library resources and facilities.

For the purpose of this policy, the word “Library” relates to the Mount Clemens Public Library building and grounds, interior and exterior, unless otherwise specified in this Policy. For the purposes of this Policy, “Patron” means any person using the library or on library grounds, regardless of whether they possess a library card. It is expected that all patrons will follow this Code of Conduct in order to provide a safe and pleasant environment for library patrons and staff. Failure to follow the Code of Conduct Policy may result in removal from the grounds, suspension of privileges for a specified period of time, up to a permanent revocation of the right to enter and use the library facilities.

Library staff use this policy as a guideline, but library staff are the final arbiters of what behavior is a disturbance.

## **Proper Use of Library Facilities**

- Patrons must comply with staff directions, instructions, and enforcement of library policies.
- Patrons shall respect the rights of other patrons and staff.
- Patrons behaviors may not disturb other patrons use of the library. Patrons may not stare, photograph, record, stalk, harass, threaten, or behave in a manner that can reasonably be expected to disturb a patrons use of the library or of the ability of library staff to do their job.
- Patrons behaviors may not interfere with the Library 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 amount of time, inappropriate personal comments, sexual advances, or physical and/or verbal harassment.
- Patrons are not permitted in areas designated “staff only” without being authorized by library staff.
- Patrons must leave the library promptly when the library is closing.
- The Children’s Area and Teen Area is intended for users through 12<sup>th</sup> Grade and their parents/guardians. Individuals not accompanying their children nor selecting materials will be asked to move to the adult area.
- When requested by staff as part of any investigation of potential policy violations, patrons must present proper identification, including name, address and telephone.
- Patrons are expected to speak in a tone of voice and with language appropriate for the area in which they are speaking. Producing or allowing any loud, unreasonable, or disturbing noises that

interferes with a patron's use of the library or which can be reasonably expected to disturb other persons, including those from electronic, entertainment, and communication devices is prohibited. The use of headphones to listen to audio equipment is required.

- Sleeping or using furniture in an improper fashion (feet on table, etc) is prohibited.
- No form of panhandling or begging is allowed in the Library or on Library grounds.
- Loitering is not allowed on Library grounds per Mount Clemens Ordinance 20.012.
- Because the library is a public place, all children under the age of 12 must be accompanied by a parent/guardian. Children under the age of 8 must be attended by a parent/guardian at all times.
- Unattended minors (under the age of 18) should be picked up 10 minutes prior to closing time. If a minor is left after closing time or if a child under the age of 13 is in the library without a parent/guardian, the Macomb County Sheriff may be called. Under no circumstances will a library staff member transport a minor to another location.

### **Clothing and Personal Hygiene**

- Shirts and shoes are required. Clothing must not allow undergarments to show through, or displaying obscene/vulgar messages.
- Offensive body odors and/or other odors that causes a nuisance are prohibited. Patrons will be asked to leave the library and will be allowed to return when the condition is resolved.

### **Service Animals**

- Service animals are welcome. Comfort animals and other untrained animals are not allowed within the library.
- Service animals must be leashed and under the owners control at all times.
- If a service animal is disruptive (barking, growling, etc.), the owner will be asked to remove the animal from library grounds.
- Patrons should not leave pets unattended on library grounds or in their vehicles.
- Patrons are responsible for the conduct of their service animals while on library property. Responsibility for any consequences of any incident lies with the owner, and the library expressly disclaims any liability or responsibility for service animals.

### **Computer Use Policy**

- Patrons are required to follow the Computer Use Policy.
- Patrons are expected to follow all copyright and intellectual property laws. Patrons may not copy or publish licensed software, media or other intellectual property that infringes upon the copyright or other property rights of other persons or entities in violation of the copyright laws, trademark laws, or other intellectual property laws of the United States. Responsibility for any consequences of copyright infringement or violations of any other intellectual property rights lies with the user, and the library expressly disclaims any liability or responsibility from such use.
- Copies of the full Computer Use Policy are available on the Library's website or upon request.

### **Phone Usage**

- Cell phones will be kept on silent or vibrate mode at all times while in the library.
- Cell phone usage is allowed only in the entryway foyers at the north and south entrances.
- Voice volume should be kept to a reasonable level so as to not disturb other patrons.
- Cell phones should be turned off or silenced during any library program so as to not disturb other patrons.
- Patrons are not allowed to use the library phones to make calls except in case of medical emergency, accident, or a child needing to contact a parent or caregiver.

### **Vandalism**

- Patrons will not deface or damage library materials or property.
- Patrons will not deface or damage other patron's materials or property.
- Patrons will not litter or improperly discard of trash/cigarettes on library grounds.
- Patrons are not allowed in the trash dumpsters.

### **Personal Belongings**

- The library is not responsible for lost or stolen items. Unattended personal belongings will be removed to lost and found after 15 minutes. Personal possessions must not take up seating or block aisles or walkways. Personal bags or other items larger than a backpack are not allowed in the library building.
- Beverages are permitted within the library in covered containers (those with sealable lids) only. Beverages should not be open near the public computers.
- Food is not permitted in the library.
- Patrons are expected to clean up after themselves, placing trash in the proper receptacles and notifying staff of any issues.

### **Parking on Library Property**

- Library parking is reserved for patrons using the library unless prior permission has been obtained by the Library Director.
- Vehicles must be parked correctly and in the authorized areas. Do not block entrances/exits or emergency drive access (East/West lanes nearest the North library entrance).
- Vehicles may not be left in the library parking lot overnight, unless authorized by the Library Director or the Librarian in Charge.
- Unauthorized vehicles and/or improperly parked vehicles will be towed at the owner's expense.

### **Soliciting, Selling, Campaigning or Petitions**

- As a limited public forum, the library reserves the right to regulate the time, place, and manner for petitioning, campaigning, and soliciting on library grounds.
- Persons or groups wishing to petition or campaign on library grounds are requested to sign in at the Circulation Desk in advance of their intent to campaign or petition.
- Use of the library property by petitioners or campaigners does not indicate the library's opposition to or endorsement of the candidate or issue that is subject of the petition, and the library will not assist the petitioners in the solicitation of signatures.

- Permitted areas for campaigning or petitioning will be limited to areas 6 feet from all entrances and overhangs. No solicitation or campaigning may be done within the building proper. However, no person shall block ingress or egress from the library building by patrons or staff.
- Permitted times for campaigning or petitioning will be limited to the operating hours of the library.
- Campaign material, solicitation literature or petitions may not be brought into the library, posted at the library, or left on tables or in the library shelving.
- Sales, solicitations and/or solicitations of monetary donations of any kind by outside organizations are prohibited unless incidental to library programming and require advance approval by the Library Director.
- With approval of the Library Director or a designated staff person, community non-profit organizations may place containers in the library or on library property to collect approved non-monetary donations as space allows, in areas designated by the library. The length of time for collecting donations may be limited by the library.

### **Prohibited Substances and Activities**

- Smoking of any kind, including e-cigarettes/vaping, is strictly prohibited within the library building but is allowed on library grounds. No smoking is allowed within 100 feet of an entrance/exit point of the building.
- Chewing tobacco is prohibited within the library building.
- Alcohol and/or drugs on library premises are strictly prohibited.
- Persons noticeably under the influence of any drugs or alcohol are not allowed on library property.
- Use of incendiary devices such as candles, matches and lighters is prohibited inside the library building.

### **Restrooms**

- Restrooms are available for public use on each level of the library. Public restrooms are not to be used for shaving, bathing, or changing of clothes.
- No library property or materials may be taken into the restrooms at any time.

### **Committing or Attempting to Commit an Activity in Violation of Federal, State or Local Law, Ordinance or Regulation is Prohibited in the Library and on Library Grounds**

- Any person may, without prior notice or warning, be immediately removed from the Mount Clemens Public Library at the discretion of the Library Director or the Library Director's authorized designee if his or her presence or conduct on the premises poses an immediate or imminent danger to any person or property.
- Macomb County Sheriffs may be called at the discretion of the Library Director or the Library Director's authorized designee at their discretion.

**Failure to comply with these rules of conduct may result in removal from the library grounds. Repeated incidents may result in more severe ramifications, and may include permanent banning from library grounds if the Library Director deems it necessary.**