

X. USE OF THE LIBRARY
A. ELIGIBILITY

The library will serve all residents of the district which includes the cities of Durand and Owosso, and Bennington, Owosso, and Rush Townships. Service will not be denied or abridged because of religious, racial, social, economic, or political status. Persons residing outside of the district, but who pay real property tax to the district, may borrow materials free. Other non-residents are required to pay a borrower's fee unless a service contract for their governmental unit is in effect or reciprocal borrowing is approved by the Library Board. The borrower's fee will be set by the Library Board.

There will be no reciprocal borrowing to in-county libraries without a contract. Student cards (Durand) are valid only in conjunction with classroom visits. Room deposit cards will be available only to teachers utilizing the collection at school districts located within the library district. Materials circulated on room deposit cards must be age and subject appropriate for the classroom in question.

B. BEHAVIOR

a. Introduction

The Shiawassee District 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 Shiawassee District Library facilities in an atmosphere of courtesy, respect, and excellent service, the Board of Trustees has adopted this Patron Behavior Policy. The purpose of the Library Patron Behavior Policy is to assist the Shiawassee District 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 all buildings—interior and exterior—and all grounds controlled and operated by the Shiawassee District Library and to all persons entering in or on the premises.

b. Rules for a Safe Environment

- i. Violations of Law. Committing or attempting to commit an activity in violation of federal, state, or local law, ordinance or regulation is prohibited.
- ii. Weapons. Carrying weapons, except bona fide officers of government jurisdictions or individuals with a lawful permit, is prohibited.
- iii. Alcohol / Drugs. Possessing, selling, distributing, or consuming any alcoholic beverage, illegal drug or drug paraphernalia is prohibited.

- iv. Under the Influence. Persons noticeably under the influence of any controlled substance or intoxicating liquor are not allowed on library property.
- v. Use of Library buildings and Grounds
 - 1. Use of skateboards, rollerblades, rollerskates, or scooters is not allowed in the library or on library premises.
 - 2. Library patrons must park bicycles or other vehicles only in authorized areas.
 - 3. All doors and entrances must remain obstacle-free.
 - 4. Animals or personal transport vehicles are not permitted in the library other than those required by persons with disabilities or those used in law enforcement or for library programming.
 - 5. Smoking inside library facilities is prohibited and smoking is prohibited within 25 feet of any entrance. Smokers must use exterior ashtrays and refrain from littering with cigarette butts.
 - 6. Shirts and shoes are required for health reasons and must be worn at all times inside the library.
 - 7. The use of incendiary devices, such as candles, matches, and lighters, is prohibited inside the library.

c. Rules for Personal Behavior

- i. Personal Property. Personal property brought into the library is subject to the following:
 - 1. Library personnel may limit the number of parcels carried into the library.
 - 2. The Library is not responsible for personal belongings left unattended.
 - 3. The Library does not guarantee storage of personal property.
 - 4. Personal possessions must not take up seating or space if needed by others.
 - 5. All bags, parcels, briefcases, etc. are subject to inspection upon leaving the library.
- ii. Food and Beverages. Food may only be consumed when part of a library program. Drinks must be covered containers and may not be within 5 feet of a computer.
- iii. Unauthorized use. Patrons must leave the library promptly at closing time. Further, any patron 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 the Director, his or her designee, or the Library Board.

- iv. 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, participating in scheduled library programs, and using library materials shall be required to leave the building.
- v. Considerate Use. The following behavior is prohibited in the Library.
 1. Spitting
 2. Running
 3. Putting feet or legs on furniture
 4. Using obscene or threatening language or gestures
- vi. Panhandling or Soliciting. Panhandling or soliciting library staff or patrons for money, products, or services inside the library or on library property is prohibited.
- vii. 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.
- viii. Campaigning and Similar Activities. Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing are prohibited in the Library building, except for library-related surveys approved in advance by the Director.
- ix. Sales. Selling merchandise on Library property without prior permission from the Director is prohibited.
- x. Distributions / Postings. Distributing or posting printed materials/literature on Library property not in accordance with Library policy is prohibited.
- xi. Restrooms. Misuse of restrooms, including laundering, sleeping, shaving, hair cutting or trimming, bathing, and sexual activity is prohibited.
- xii. Harassment. Staring, photographing, following, stalking, harassing, or threatening 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 the ability of the staff person to do his or her job is prohibited.

- xiii. Loud Noise. Producing or allowing any loud, unreasonable, or disturbing noises that interferes with other patrons use of the Library or which can be reasonably expected to disturb other persons, including those from electronic, entertainment, and communication devices, such as cell phones, headphones, and radio is prohibited. Cell phones and pages need to be turned off or paced on vibrate. Patrons should speak in low tones and keep conversations brief. Phone call should be moved to a library entrance or exit area.
- xiv. Body Odor. Offensive body odor due to poor personal hygiene, overpowering perfume, or cologne that causes a nuisance is prohibited.
- xv. Use of Library Phones. Library desk phones are for staff use in conducting library business and are to be used at their discretion. Public Service desks do not take messages for or page customers, but Library Staff will offer assistance in contacting customers in an emergency.

d. Rules for the Safety of Youth

- i. The Shiawassee District Library encourages visits by young children to the library, and it is our desire to make these visits both memorable and enjoyable for the child. Library staff is not expected to assume responsibility for the care of unsupervised children in the library.
- ii. Supervision of Children. Parents or caregivers must be present and responsible for the supervision of children age **8** and under.
- iii. Restriction of Youth Areas. Staff may restrict Adult use of Youth areas.
- iv. Children present at Closing: At closing time, if children under 12 are unattended, staff will first attempt to contact the family and if unsuccessful, the police. At least 2 staff members should stay until the family or police arrive.

e. Disciplinary Process for Library Facilities

- i. 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.
- ii. 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, an 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. A copy of the suspension of privileges letter should be attached, if applicable.

- f. Violation of the Policy—Suspension of Privileges: Unless otherwise provided in this policy, (See section G 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 he or she refuses, 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. Patrons may be asked to leave after one warning for any of the above infractions according to the following schedule:
 - 1. 1st offense--1 day, verbal notice acceptable
 - 2. 2nd offense--1 week (7 days), written notice (to parents if minor)
 - 3. 3rd offense--up to 6 months, written notice (to parents if minor)
 - 4. 4th offense-- loss of access to the library for 1 year or more depending on the severity of the abuse, with written notice (to parents if minor).
- g. 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. The Incident Report shall specify the nature of the violation.
 - 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 Directors' 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.

- h. 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 Patron Behavior Policy before their privileges may be reinstated
- i. Right of Appeal. Patrons may appeal a decision to limit or revoke privileges by sending a written appeal to the Library Board within 10 working days of the date the privileges were revoked or limited. The appeal should be sent to the President of the Library Board. The decision of the Library Board is final.

C. PRIVACY OF CIRCULATION RECORDS

Circulation records linking borrowers to an individual item may be accessed only by court order, except by library employees or volunteers in the course of their duties. Borrowers' records of name, address, phone, etc., without linkage to any item, may be used for purposes such as mailing lists as long as the purpose is library related and complies with existing law.

Parents and legal guardians of children under the age of 14 may have access to their child's record for the purpose of payment for or return of materials as specified in MCL 397.603 as amended after giving written consent to the library on the form provided on the reverse of the child's library card application. Phone requests for patron borrowing records will be given only to the patron, his/her parents/legal guardian, or designated third party if the request includes the patron's card number and name or other appropriate identifying information. Parents/legal guardians will be required to have a consent form on file before information will be given over the phone.

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