

Policy Manual

PUBLIC

P11: Rules of Conduct

The Novi 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. 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 insure the safety of patrons and staff, and to protect library resources and facilities. The word "Library" relates to the Novi Public Library building and grounds, interior and exterior, unless otherwise specified in this Policy. For the purpose of this policy, "patron" means any person using the Library or on Library grounds, regardless of whether they possess a library card. All patrons are expected to follow these Rules of Conduct in order to provide a safe and pleasant environment for library patrons and staff. Failure to conform to the Rules of Conduct may result in a suspension of Library use.

1. Patrons shall be engaged in activities associated with the use of the public Library while in the building or on library property. Patrons not reading, studying, attending a library program or using library materials or facilities as intended and for civic, educational and cultural uses may be required to leave the premises.
2. Patrons shall respect the rights of other patrons. Patrons may not stare, photograph, bully, record, stalk, harass, threaten, or behave in a manner (1) that can be reasonably expected to disturb Library staff or patrons while in the Library or on Library property; (2) that interferes with any patron's use of the Library or the ability of the staff person to do his/her job; (3) would create or may result in a hostile work environment for Library staff; and/or (4) that violates Michigan law. For the purposes of this Policy.
 - a. Harassment is defined as: behavior that demeans, humiliates or embarrasses a person, and it is characteristically identified by its unlikelihood in terms of social and moral reasonableness. In the legal sense, these are behaviors that appear to be disturbing, upsetting or threatening. They evolve from discriminatory grounds, and have an effect of nullifying or impairing a person from benefiting their rights.
 - b. For the purposes of this Policy, Bullying is defined as: the use of force, threat, or coercion to abuse, intimidate or aggressively dominate others. The behavior is often repeated and habitual. One essential

prerequisite is the perception, by the bully or by others, of an imbalance of social or physical power, which distinguishes bullying from conflict. Behaviors used to assert such domination can include verbal harassment or threat, physical assault or coercion, and such acts may be directed repeatedly towards particular targets.

Rationalizations of such behavior sometimes include differences of social class, race, religion, gender, sexual orientation, appearance, behavior, body language, personality, reputation, lineage, strength, size, or ability. If bullying is done by a group, it is called mobbing.

3. Verbal or physical harassment of library staff will not be tolerated and will be reported to the police.
4. 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.
5. Library staff members may ask a patron to provide identification, name, address, phone number, and name of parent or guardian at any time.
6. Patrons are expected to speak in a tone of voice 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.
7. Engaging in any sexual contact, activities or conduct is prohibited.
8. Patrons cannot use, sell, distribute or be under the influence of alcohol or illegal drugs.
9. Patrons cannot engage or attempt to engage in illegal activities while at the Library or on Library premises. 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 or copyright infringement) is prohibited.
10. Smoking of any kind, including e-cigarettes, is strictly prohibited inside the Library building, on the Patio, and anywhere on Library grounds that is within 100 feet of any exit/entrance to the Library building. (See Policy P12).
11. Quiet conversations utilizing phones or other electronic devices are permitted. (See Policy B5). Patrons are not permitted to use the Library's phone system. Staff may not make calls for patrons except in case of an accident, emergency or child needing to contact a parent/caregiver.
 - a. In the event that a child or library staff notice suspicious activity involving a child, that child can also request to contact a parent/caregiver. Or if library staff deems appropriate, local authorities.
12. Patrons shall not block aisles with personal items or leave such items unattended on library premises at any time. Items may be removed from the Library premises if they reasonably appear to be abandoned or have been left unattended for 30 minutes or more. Personal items may not take up seating or space if needed for use by other patrons.
13. The Library is not responsible for lost or stolen items.
14. Patrons are not permitted in any areas designated as "staff only" without prior authorization.

15. In the interest of safety, patrons are asked to abide by one person per chair and one person per computer except in designated areas. Tables are designed to accommodate a limited number of people.
16. Parents or caregivers and children must comply with the Unattended Children Policy (See Policy P13).
17. The Youth area of the Library is intended for use by children and the parent, guardian or caregiver who accompanies them. Computers located in the Youth area are for children and adults who are accompanying a child. Adults who are not accompanied by a child may browse the collection but may not remain or be seated in the Youth area. In the interests of protecting children, any patron may be asked to leave the area if they are not using the Youth area for its intended purpose.
18. The Café seating area is reserved for Café customers.
19. Food and drink are allowed in designated areas of the Library. Patrons are expected to use care when eating or drinking. Closed containers for liquids are required. Visitors are expected to pick up after themselves and properly dispose of waste.
20. Patrons cannot bring pets or animals other than service animals or those required for library programming. Animals may not be left unattended on the Library grounds. 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, 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.
21. All doors, aisles and obstacles must remain obstacle free. Personal items, such as strollers or power cords, cannot obstruct an entrance, exit, or passageway or interfere with the normal operations of the Library.
22. Patrons shall wear shirts and shoes at all times in the Library building. Bathing suits are not permitted.
23. Patrons whose body odor, due to poor personal hygiene, overpowering perfume or cologne is offensive so as to constitute a nuisance to other patrons or staff may be required to leave the Library.
24. Weapons of any kind are prohibited on Library property unless the carrier is a law enforcement officer or has a valid permit to carry a concealed weapon.
25. Campaigning, petitioning, leafleting, survey-taking, soliciting or sales by the public is prohibited inside the Library and otherwise regulated by the Campaigning, Petitioning, Interviewing and Similar Activities Policy. (See Policy P21).
26. Sales, solicitations and/or solicitations of monetary donations or the selling of products or services are prohibited unless incidental to library programming and require advance approval by the Library Director.
27. Distributing or posting printed materials/literature on library property not in accordance with Library policy is prohibited (See Policy P7).
28. All photography and recording of library facilities and programs must be approved in advance by the Administration. Taking pictures of Library staff or patrons without their knowledge and consent is prohibited. This paragraph does not apply to photography

or recordings made at meetings that are open to the public pursuant to the Open Meetings Act.

29. Patrons may be subject to photo or video surveillance.
30. Patrons shall not damage, mar, or deface library materials or damage Library furnishings, walls, equipment/devices, or other Library property.
31. Library materials are not allowed in the public restrooms.
32. Misuse of restrooms, including laundering, shaving, hair cutting or trimming, bathing and sexual activity is prohibited.
33. Climbing on tables, shelving or other library furnishings is prohibited.
34. Patrons must leave the building promptly upon closing. Children (under the age of 18) who are still at the Library at closing time will be turned over to the Novi Police Department as set forth in the Unattended Children Policy (See Policy P13).
35. Any patron whose privileges 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 Library Director, his/her designee, or the Library Board.
36. Lighters and other incendiary devices cannot be used inside the Library.
37. 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. Library materials may only be removed from Library property with authorization through established lending procedures.

Disciplinary Process for Library Facilities

As stated more fully below for violations of the Policy, the Library Director or the Director's designee may restrict access to the Library facilities with immediate dismissal of the patron from the premises, by suspending the patron's access to the Library facilities for a set period of time, or by denying access to specific services and/or program pursuant to this Policy. If necessary, the local police may be called to intervene.

1. 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.
2. Violation of the Policy – Suspension of Privileges. Unless otherwise provided in this Policy, (see Section 3 below), the Library shall handle violations as follows:
 - a. 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, the police may be called.
 - b. Subsequent Violations: The Director or the 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.

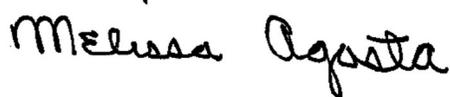
3. Violations that Affect Safety and Security – Violations involving verbal abuse, violence, threatening behaviors, sexual harassment, vandalism, drug sale or use or attempted drug sale or use, intoxication, theft or attempted theft, physical harassment, sexual misconduct or any behavior that threatens the safety and security of staff and/or patrons shall be handled as follows:
 - a. 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 his 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.
 - b. 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 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.
4. Reinstatement – The patron whose privileges have been limited or suspended 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.

Right of Appeal

Patrons may appeal a decision to limit or suspend privileges by sending a written appeal to the Library Board within 10 business days of the date the privileges were suspended or limited. The appeal should be sent to the President of the Library Board. The decision of the Library Board is final.

Adopted: June 17, 2009; Amended: May 15, 2010; August 15, 2012; July 17, 2013; June 22, 2017; June 27, 2019

Signed:

A handwritten signature in black ink that reads "Melissa Agosta". The signature is written in a cursive, flowing style.

Melissa Agosta
President
Novi Public Library