



Guest Behavior Policy

This policy protects the right of the public to orderly, peacefully and productively have access to the Library facilities, grounds, services and resources; to ensure the safety of guests and staff; to protect the Library's contents, building and grounds; and to fulfill its mission to provide the resources and programs to support the educational, cultural, informational and recreational needs of its diverse community. Failure to conform to the Guest Behavior Policy may result in a suspension of Library use.

For the purposes of this policy:

- 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.
- 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.

The following guidelines and rules shall apply to the interior and exterior and all grounds controlled and operated by the Library and to all persons entering in or on the premises, unless otherwise specified.

1. Engaging in Proper Library Activities: Guests shall be engaged in activities associated with the use of the Library while in the building or on Library property. Guests not engaged in reading, studying, writing, participating in scheduled Library programs, or using Library materials or facilities as intended for civic, educational or cultural purposes will be required to leave the building and cannot remain on Library property. This includes sleeping on Library furniture or floors.
2. Respecting the Rights of Others: Guests shall respect the rights of other guests and staff. Guests may not stare, stalk, harass, bully, threaten, photograph, record or behave in a manner that:
 - a. Can be reasonably expected to disturb guests or staff while at the Library;

- b. Interferes with any guest's use of the Library or the ability of the staff person to do their job;
 - c. Would create or may result in a hostile work environment for Library staff; and/or
 - d. Violates federal, state or local law, ordinance or regulation (including but not limited to assault, indecent exposure, and larceny, removing library materials from the property without authorization through the approved lending procedures, vandalism or copyright infringement).
3. Verbal Harassment: Abusive or threatening language or writing that expresses prejudice, intends to vilify, humiliate or incite hatred against a group or a class of persons on the basis of race, religion, skin color, sexual identity, gender identity, ethnicity, disability or national origin will not be tolerated.
 4. Weapons: Carrying guns, pistols or other weapons, except as specifically allowed and exempt from local regulation by law, is forbidden.
 5. Sexual Activity: Engaging in any sexual contact, activities or conduct is not allowed.
 6. Alcohol and Drugs: Guests cannot possess, consume, sell, distribute or be under the influence of alcohol, marijuana or illegal drugs on Library property.
 - a. Alcohol may be allowed at certain Library-sponsored events if specifically approved by the Library Director.
 7. Smoking, Tobacco or Marijuana Use: The Library is smoke free. Smoking, using e-cigarettes, vaping (or electronic nicotine delivery systems), chewing tobacco or otherwise using tobacco products is not allowed within 100 feet of Library entrances (City of Novi ordinance, Chapter 22, Article V, Section 22-101 (d)) and within the Library Building. Using, smoking or possessing marijuana on Library property is not allowed. Violators will be asked to leave the premises.
 8. Interference with Staff: Guests cannot interfere with staff's performance of duties in the Library. 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.
 9. Identification: Guests must provide identification to Library staff when requested.
 10. Loud Noise: Producing or allowing any loud, unreasonable, or disturbing noises that interfere with other guests' use of the Library or which can be reasonably expected to disturb other guests or have the intent of annoying other guests, including yelling, cheering, talking (with others) or noises from electronic, entertainment and communication devices, such as cell phones, tablets, headphones and radio is not allowed. Guests may use headphones or earbuds but at a volume that cannot be heard by other Library guests or staff.

Caregivers may read aloud to children in the Youth Area, provided that they are reading in a voice that would not reasonably disturb others.

11. Phone Usage: Quiet conversations utilizing phones or other electronic devices are allowed. Phone usage is not allowed in the Quiet Study Room. Staff have the right to request a guest move to another location to complete their phone conversation. Guests are expected to end phone conversations before approaching a Library service desk.
12. Library's Phone System: Guests are not allowed to use the Library's phone system. Staff may not make calls for guests except in case of an accident, emergency or child needing to contact a parent, guardian or caregiver.
 - a. In the event that a child reports suspicious activity or staff notice suspicious activity involving a child, that child can request to contact a parent, guardian or caregiver or, if staff deems appropriate, the police.
13. Open Flame: Lighters, candles, matches, and other flammable devices are not allowed and cannot be used inside the Library.
14. Parking or Standing: Vehicles are not allowed to park or stand at the main entrance or in the drive-up window lane. Parking is not allowed in fire lanes.
15. Congregating: Guests cannot congregate in public areas in large groups (more than 4 people).
16. School Groups and Tours: School groups and tours must be approved in advance through Administration. A teacher or other appropriate staff is required to be present to ensure students use the Library in conformance with these rules.
17. Blocking Access: Blocking aisles, doors or entrances with personal items or leaving such items unattended at the Library at any time is not allowed.
18. Personal Property: Personal items brought into the Library are subject to the following:
 - a. One carry-on item (backpack or briefcase) can be carried into the Library. The Library does not allow large items such as suitcases, large sports equipment bags/duffle bags or large plastic garbage bags. Items must be small enough to fit under a chair at the Library and cannot block doors, entrances or aisles.
 - b. The Library is not responsible for personal belongings left unattended and Library staff will not guard or watch personal belongings (unless the guest is utilizing a restroom).
 - c. The Library does not provide storage for personal property.
 - d. Personal items may not take up seating or space if needed for use by other guests.
 - e. Items may be removed from the Library if they reasonably appear to be abandoned or have been left unattended for 30 minutes or more.
19. Staff Areas: Guests are not allowed in any areas designated as "staff only" without prior authorization.
20. Announcements: Public announcements will not be allowed by library guests.

21. Seating: In the interest of safety, only one (1) guest per chair and one (1) guest per computer is allowed.

22. Photography and Recording: Photography and recording of Library facilities and programs must be approved in advance by Administration. Photography and recording of Library staff or guests without their knowledge and consent is not allowed. This paragraph does not apply to photography or recordings made at meetings that are open to the public pursuant to the Open Meetings Act (see Policy P17). Unattended children may not have their pictures taken.

a. Guests are subject to photo or video surveillance.

23. Care of Library Property: Guests must not deface, vandalize, damage or improperly use or improperly remove Library materials, equipment or furniture from the Library building or the grounds. Copyright infringement and stealing of library material is not allowed. Guests shall not load or install any programs or software on Library computers. Guests shall not cause damage by returning books containing bedbugs or bringing bedbugs into the Library. Climbing on tables, shelving or other library furnishings is not allowed. Guests will be responsible to reimburse the Library for costs incurred by the Library for violating this provision.

24. Recreational Equipment and Personal Transport Devices: Use of skateboards, rollerblades, roller skates or other wheeled forms of recreational equipment is not allowed in the Library or on Library property. Library guests must park bicycles or other recreational vehicles in designated areas.

25. Mobility Devices: Wheelchairs, scooters and other power driven mobility devices are allowed by those individuals with disabilities in accordance with Library rules, unless a particular type of device cannot be accommodated because of legitimate safety requirements.

26. Guest Use of Youth Area and Computers: 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 guest may be asked to leave the area if they are not using the Youth area for its intended purpose.

27. Unattended Children Policy: Parents, guardians or caregivers of children must comply with the Unattended Children Policy (see Policy P13).

28. Café Usage: The café seating area is reserved for café customers only. No outside food (delivery or carry-out) is allowed in the café area.

29. Food and Drink: Food and drink purchased at the library café is allowed in designated areas of the Library. No outside food (delivery or carry-out) is allowed in the Library. Meeting room and patio rentals (1st floor: East and West Meeting Room, Youth Activity Room and 2nd floor: Board Room, Small Meeting Room) are allowed outside food/catering. Re-sealable containers for liquids are required. Guests are expected to use care when eating or drinking. Guests are expected to pick up after themselves and properly dispose of waste.

30. Animals: Guests 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.

31. Shirts, Shoes and Masks: Guests must wear shirts and shoes at all times in the Library building. Bathing suits are not allowed. Based on city, county or state regulations, masks worn over the nose and mouth may be required for health and safety purposes.

32. Odor: Offensive odor, including but not limited to body odor due to poor personal hygiene, overpowering perfume or cologne, or odors from items brought into the Library that causes a nuisance, is not allowed. (For example, if a guest's odor interferes with staff or other guests' use of the Library, the guest violates this Policy.)

33. 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:

a. Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting are not allowed inside the Library building.

b. Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting outside the Library building but on Library property are subject to the following requirements:

1. Persons or groups are requested to sign in with a Manager on duty in advance.
2. Use of the Library property does not indicate the Library's opposition or endorsement of the candidate or issue that is subject to the petition, interview, campaign or discussion.
3. Locations for campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting outside of the Library building shall be limited to areas that are 100 feet from all entrances.
4. No person shall block ingress or egress from the Library building.
5. Times will be limited to operating hours of the Library.
6. Campaign material, literature or petitions may not be brought into the Library, posted at the Library or left on Library property.

34. Distributions and Postings: Distributing or posting printed material/literature on Library property not in accordance with Library policy is not allowed (see Policy P7).

35. Tables or Structures on Library Property: No person may use or set up a table, stand, display, sign or similar structure on Library property. This does not apply to Library sponsored or co-sponsored events.

36. Sales or Solicitation: Sales or solicitation of monetary donations is not allowed unless incidental to library programming and requires advance approval by the Library Director.

37. Restrooms: Misuse of restrooms, including laundering, sleeping, shaving, bathing, hair cutting/trimming, drug usage and sexual activity, is not allowed. Unless a parent or guardian is assisting a child or a guest is assisting a person with a disability, there must be only one person to a stall. Library materials are not allowed in the public restrooms.

38. Unauthorized Use: Guests must leave the building promptly at closing and may not be in the Library when it is not open to the public. Unattended children (under the age of 12) who are still at the Library at closing time will be turned over to the police as set forth in the Unattended Children Policy (see Policy P13).

39. Guest Privileges Denied: A guest whose privileges have been denied cannot enter the Library. Any guest whose privileges have been limited cannot use the Library in any manner that conflicts with those limits placed on the guest by the Library Director, Director's designee or the Library Board.

Disciplinary Process for Library Facilities

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

Incident Reports: Staff will complete an Incident Report Form for any violation of this Policy resulting 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 guest. A copy of the suspension of privileges letter should be attached, if applicable.

Violation of the Policy – Suspension of Privileges: Unless otherwise provided in this Policy, the Library shall handle violations as follows:

Initial Violation: Library guests observed violating this Policy will be asked to stop the violation with a verbal request. If the guest does not comply, the guest will be asked to leave the building for the day. If the guest refuses, the police will be called.

Subsequent Violations: The Director or Director's designee may further limit or suspend the guest'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.

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 guests shall be handled as follows:

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 Director or Director's designee may add additional time to the initial limitation or suspension period.

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 Director's designee may further limit or suspend the guest'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.

Reinstatement: The guest whose privileges have been limited or suspended shall attend a meeting with the Director or Director's designee to review the Guest Behavior Policy (P11) before their privileges may be reinstated.

Right of Appeal

Guests may appeal a decision to limit or suspend privileges by sending a written appeal to the Library Board within ten (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 as Rules of Conduct Policy June 17, 2009; Amended: May 15, 2010; August 15, 2012; July 17, 2013; June 22, 2017; June 27, 2019; Title Change and amended February 25, 2021; Revised September 23, 2021

Signed:

A handwritten signature in cursive script that reads "Kathy Crowford".

President
Novi Public Library