



## **PATRON BEHAVIOR POLICY**

### **I. Introduction.**

The Ferndale Area District Library (the “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 services to all people who visit the Library facilities in an atmosphere of courtesy, respect, and excellent service, the Library Board has adopted this Patron Behavior Policy. The purpose of the Patron Behavior Policy (“Policy”) is to assist the 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 and all branches – interior and exterior – and all grounds controlled and operated by the Library (“Library facilities”) and to all persons entering in or on the premises, unless otherwise specified.

### **II. 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, indecent exposure, larceny, removing Library material from the property without authorization through the approved lending procedures, vandalism or copyright infringement) 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 or intoxicating 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. Persons noticeably under the influence of any controlled substance or alcoholic 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, scooters, strollers, 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.

- 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. Patrons are not allowed to enter behind service desks, including Circulation, Reference, and Youth Services.
- 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.

### **III. Rules for Personal Behavior.**

- A. Personal Property. Personal property brought into the Library is subject to the following:
  - 1. The Library staff may limit the number and size of parcels carried into the Library.
  - 2. The Library is not responsible for personal belongings left unattended and Library staff is not permitted to guard or watch personal belongings.
  - 3. The Library does not guarantee storage for personal property.
  - 4. Personal possessions must not be left unattended or take up seating or space if needed by others.
- B. Food and Beverages. Food and beverages are only permitted in designated areas.
- 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 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 by the Library Director, his/her/their 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 or on Library property.

Patrons not engaged in reading, studying, writing, utilizing library services, participating in scheduled Library programs, or using Library materials may be required to leave the building and shall not remain on Library property.

E. Considerate Use. The following behavior is prohibited in the Library or on Library property:

1. Spitting;
2. Running, pushing, shoving, fighting, throwing items, provoking a fight or other unsafe physical behavior;
3. Climbing on furniture;
4. Using obscene or threatening language or gestures;
5. Engaging in sexual behavior (1) that is a violation of the law, (2) which can reasonably be expected to disturb Library users or staff while such staff or patrons are in the Library or on Library property; or (3) that interferes with the Library patrons' use of the Library or the ability of the staff person to do his/her/their job.
6. Engaging in physical and/or verbal harassment of patrons or staff.

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, 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:

1. Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing, and soliciting are prohibited inside the Library building.
2. Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing, and soliciting outside the Library building but on Library property are subject to the following requirements:
  - a. Persons or groups are requested to sign in with the designated Person in Charge in advance.

- b. 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.
  - c. Permitted areas for campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting outside of the Library building shall be limited to areas 15 feet from all entrances.
  - d. No person shall block ingress or egress from the Library building.
  - e. Permitted times will be limited to the operating hours of the Library.
  - f. 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 Library 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 activities that damage fixtures and/or plumbing, and sexual activity is prohibited. Unless a parent or guardian is assisting a child or a patron is assisting a person with a disability, there shall only be one person to a stall. Library materials may not be taken into restrooms.
- L. Harassment. Staring, photographing, video recording, audio recording, following, stalking, harassing, arguing with, threatening, talking or behaving in a manner (1) which can reasonably be expected to disturb Library users or staff while such staff or patrons are in the Library or on Library property; (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; (3) would create or may result in a hostile work environment for Library staff; and/or (4) that violates Michigan law.
- M. Loud Noise. Producing or allowing any loud, unreasonable, or disturbing noises that interfere with other patrons' use of the Library or which can be reasonably expected to disturb other persons or have the intent of annoying other persons, including yelling, cheering, talking (with others or in monologues) or noises from electronic, entertainment, and communication devices, such as cell phones, tablets, headphones, and radio, is prohibited. Patrons may use headphones or earbuds but at a volume that cannot be heard by other Library patrons or staff.
- Adults may read aloud to children in the Youth Area, provided that they are reading in a voice that would not reasonably disturb others.
- N. 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 prohibited. (For example, if the patron's odor

interferes with staff or other patrons' use of the Library, the patron violates this Policy).

O. Phones. Phone calls are prohibited in the Library, except in the lobby. Those patrons desiring to use phones to place or receive calls must use the phones outside of the Library building or in the Library's lobby. Phones shall be placed on silent or vibrate mode upon entering the Library. If a patron is unable to go to the lobby, the call should be kept short and spoken quietly.

P. Library Policies. Patrons must adhere to all Library Policies.

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.

Q. Smoking; Tobacco or Marijuana Use. Smoking, assembling, or using e-cigarettes, vaping, electronic nicotine delivery systems or chewing tobacco is prohibited on Library property. Using, or smoking marijuana on Library property is also prohibited.

R. Shirts and Shoes. Shirts and shoes are required for health reasons and must be always worn inside the Library and on Library property. An exception may be made in the play area of the Kids' Corner.

S. Photography. All patrons must seek permission from the Library Director or designee before taking photos or filming at the Library, unless attending a meeting that is open to the public under the Open Meetings Act. Official identification must be shown. Unattended children may not have their pictures taken. Patrons should seek permission from other patrons before taking their photo, or from the parents or guardians of children 17 and under.

T. Manipulating Library Property. Manipulating library displays, shelving, furniture, or other library property in a manner that is outside of regular library use is prohibited.

#### **IV. Rules for the Use and Preservation of Library Materials and Property.**

A. Care of Library Property. Patrons must not deface, vandalize, damage or improperly use or improperly remove Library materials, equipment, furniture, or buildings. Patrons shall not load or install any programs or software on Library computers. 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.

B. Internet Use. Patrons must abide by established time limitations and all other provisions of the Library Internet Use Policy.

C. Equipment. Library staff computers are for staff use only.

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

**V. Violation and Appeal Section**

Violations and appeals of this Policy shall be processed according to the Library Violations and Appeal Policy.

Adopted September 15, 2022, Amended April 16, 2024