

## **Patron Behavior Policy**

The Superior District Libraries are 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 Superior District Library facilities in an atmosphere of courtesy, respect, and excellent service, the Library Board of Trustees has adopted this Patron Behavior Policy. The purpose of the Library Patron Behavior Policy is to assist the Superior District Libraries 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 Superior District Libraries and to all persons entering in or on the premises.

Drummond Island Library and Engadine Library school district policies prevail.

### **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 is prohibited.
- B. *Alcohol; Drugs* – Possessing, selling, distributing, or consuming any alcoholic beverage, illegal drug, or drug paraphernalia is prohibited. (Sanctioned library events, with proper permitting, may involve alcoholic beverages.)
- C. *Under the Influence* – Persons noticeably under the influence of any controlled substance or intoxicating liquor are not allowed on library property.
- D. *Use of Library Buildings and Grounds*
  - 1. Use of skateboards, rollerblades, rollerskates, or scooters is not allowed in the building 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 identified as being required by persons with disabilities or those used in law enforcement or for library programming.
  - 5. Smoking or using tobacco, tobacco-like products or e-cigarettes is not permitted at any time in the library. Smoking is prohibited within 25 feet of any entrance. Smokers must use exterior ashtrays and refrain from littering with cigarette butts. In school libraries smoking is not permitted on school property.
  - 6. Shirts and shoes are required 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.

### **Rules for Personal Behavior**

- A. *Personal Property* – Personal property brought into the library is subject to the following:
  1. The 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 for personal property.
  4. Personal possessions must not take up seating or space if needed by others.
- B. *Food and Beverages* – Food and drink must be consumed in designated areas.
- C. *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 by the Director, his or her designee, or the Library Board.
- D. *Considerate Use* – Inappropriate behavior is prohibited in the Library Building: such as
  1. Spitting
  2. Running
  3. Using obscene or threatening language or gestures
- E. *Panhandling or Soliciting* – Panhandling or soliciting library staff or patrons for money, products, or services inside the library or on library property is prohibited.
- F. *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.
- G. *Campaigning and Similar Activities* – Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing are prohibited in the Library building.
- H. *Sales* – Selling merchandise on Library property without prior permission from the Director or director's designee is prohibited.

- I. *Distributions Postings* – Distributing or posting printed materials/literature on Library property not in accordance with Library policy is prohibited.
- J. *Restrooms* – Misuse of restrooms, including laundering, sleeping, shaving, hair cutting or trimming, bathing, and sexual activity is prohibited.
- K. *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 to do his or her job is prohibited.
- L. *Loud Noise* – Producing or allowing any loud, unreasonable, or disturbing noises that interferes with other patrons’ use of the Library 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 pagers should be answered promptly. Patrons should speak in low tones and keep conversations brief. If phone calls cannot be completed quickly, patrons should move away from reading, research, and study areas.
- M. *Body Odor* – Offensive body odor due to poor personal hygiene, overpowering perfume, or cologne that causes a nuisance is prohibited.

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

- A. *Care of Library Property* – Patrons must not deface, vandalize, or improperly remove library materials, equipment, furniture, or buildings.
- B. *Internet Use* – Patrons must abide by established time limitations and all other provisions of the Superior District Library Internet Use Policy.
- C. *Equipment* – Library phones and staff computers are for staff use only.
- D. *Authorized Lending* – Library materials may only be removed from premises with authorization through established lending procedures.
- E. *Restrooms* – Library materials may not be taken into the restrooms.

### **Rules for the Safety of Youth**

- A. *Supervision of Children 6 and Under* – Parents (or caregivers over age 16) must be present in the Children’s Area, and responsible for the supervision of their child(ren) age 6 and under.

- B. *Supervision of Children 7-11* – Parents (or caregivers over age 16) must be present in the library, and responsible for the supervision of their child(ren) age 7 – 11.
- C. *Restriction of Youth Areas* – Staff may restrict Adult use of Youth areas, including Youth restrooms.

### **Disciplinary Process for Library Facilities**

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.

- A. *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. A copy of the suspension of privileges letter should be attached, if applicable.
- B. *Violation of the Policy – Suspension of Privileges* – Unless otherwise provided in this Policy (See Section C below), the Library will handle violations as follows:
  - 1. *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.
  - 2. *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.
- C. *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 of staff and/or patrons shall be handled as follows:
  - 1. *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.

2. 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 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.

D. *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.

### **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.

Adopted September 24, 2015