

K. PATRON CODE OF CONDUCT

The Canton 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. 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 of Trustees has adopted this Code of Conduct Policy. The purpose of the Code of Conduct 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 – 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. Through this policy, the Canton Public Library Board of Directors and Administration strive to provide a safe and comfortable environment in which the citizens of our communities can use and enjoy library services.

1. Accompany and Supervise Children

Because the library is a public place it is not wise for children to be left unattended, therefore:

- Children – ages 7 and under – must be with a caregiver, age 13 or over, at all times.
- Children – ages 8 – 12 – a caregiver, age 13 or over, must be in the library.
- Children – age 13 and above may be at the Library without a caregiver’s supervision.
- Parents/guardians/caregivers are responsible for their child’s behavior, safety, and welfare while on library grounds regardless of age. Library employees are unable to assume this responsibility.

We request that all unattended minors be picked up at least ten minutes before closing time. If a minor is left after closing time or if a child under the age of 13 is left unattended at the library, the police may be called. Under no circumstance will a library staff member transport a minor to another location.

2. Monitor Personal Belongings and clean up after yourself

- The library is not responsible for personal belongings. Unattended personal belongings will be removed to Lost and Found after 15 minutes. Personal possessions must not take up seating or space if needed by others.
- Keep all beverages covered.
- Consumption of food is permissible; however, patrons are requested to be mindful of the nature of the premises and possible resulting damage that could occur. Obvious care should be exercised when consuming food near computer equipment. Patrons may be liable for any resulting intentional damage.
- Patrons are expected to clean up after themselves, placing trash in appropriate receptacles and notifying staff if spills occur.

3. Treat People and Property in a Respectful Manner

- Patrons must comply with staff directions, instructions, and enforcement of library policies.
- Refrain from interference with the use of the library by other patrons.

- Do not trespass in non-public areas of the library.
- Patrons must leave the library promptly at closing time.
- The Children’s Library is intended for users through grade six and their parents/guardians. Preference will be given to those users.
- The Teen Space is intended for users in grades seven through twelve and their parents/guardians. Preference will be given to those users.
- Refrain from 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.
- When requested by staff as part of any investigation of potential policy violations, patrons must present proper identification, including name, address and telephone.
- Carrying guns, pistols or other weapons, except as specifically permitted by or exempt from local regulation by law, is prohibited.

4. Comply with Library Noise Zones: (see [Floorplan and Social Zone Map](#))

- Silent Zone (**Red**): No conversation; No sound audible to others.
- Quiet Zone (**Yellow**): Whispered conversation; No audio easily heard by others.
- Social Zone (**Green**): Moderate conversation levels; No audio easily heard by others. Considerate cell phone use in compliance with Section 8 is permitted.
- Tones should not rise above the general level of conversation in any area. In all areas of the library, patrons should refrain from 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, including those from electronic, entertainment, and communication devices such as cell phones, headphones, tablets, laptops, and radios.

5. Clothing and Personal Hygiene

- Shirts and shoes are required.
- Swimwear, attire which permits showing of underwear or undergarments, and clothing displaying obscene messages are prohibited.
- Offensive body odor due to poor personal hygiene or overpowering perfume/cologne or other odor that causes a nuisance is prohibited. Patrons will be asked to leave the library and will be allowed to return when the condition is resolved.

6. Please Leave Animals at Home

- Service animals are welcome.
- Animals participating in controlled library programs may enter the library.
- Do not leave pets unattended on library grounds or in cars.

7. Abide by the Computing Resources Policy

- Patrons are required to adhere to the Library’s Computing Resources Policy, which includes but is not limited to the following provisions:
 - Patrons under the age of 18 may not enter the Internet Lab unless they are attending a training session conducted by library staff or while doing appropriate research while accompanied by a parent/guardian. Parent/guardian must observe underage user and shall not be on a separate computer.

- Patrons are expected to follow all copyright and intellectual property laws. Patrons may not copy or publish licensed software, media or other intellectual property that infringes upon the copyright or other property rights of other persons or entities in violation of the copyright laws, trademark laws, or other intellectual property laws of the United States. Responsibility for any consequences of copyright infringement or violation of any other intellectual property rights lies with the user, and the library expressly disclaims any liability or responsibility resulting from such use.
- Copies of the full Computing Resources Policy are available on the Library's website or upon request.

8. Use Cell Phones in Designated Zones Only

- Cell phones will be kept on silent or vibrate mode at all times while in the library.
- Cell phone use is not allowed in Red (Silent) Zones.
- Voice volume should be kept to a minimum so as not to disturb other patrons.
- Communication devices should be placed in mute prior to the start of any program.
- Please terminate phone conversations prior to approaching any service desk.

9. Park in Designated Areas and Refrain from Using Wheeled Recreational Devices in the Library

- No vehicles or wheeled devices, such as, but not limited to: wheelies, inline skates, rollerblades, skateboards, or scooters in the library or near library entrances creating an unsafe environment for other patrons. However, wheelchairs or other power-driven mobility devices designed for and used by individuals with mobility impairments are permitted.
- Bicycles must be parked in the racks provided. Bike locks for use at the library are available for one-day checkout at the Checkout Desk.
- Vehicles must be parked properly and in correct spots in authorized areas. Do not block emergency drives and accesses.
- Vehicles may not be left in the library parking lot overnight unless authorized by library management, the Librarian in Charge, or Security.
- Unauthorized vehicles and/or improperly parked vehicles will be towed at the owner's expense.

10. Vandalism

- Do not deface library materials or property.
- Do not deface other patrons' or staff property.
- No malicious misuse of library materials or property.

11. Threats, Abuse or Harassment

- Actual or threatened acts of physical or mental abuse, sexual abuse, sexual molestation or sexual misconduct in the library or at any activity sponsored by or related to the library will result in immediate removal and suspension from the library.
- Written or verbal threats or other harassment such as: staring, photographing, video recording, audio recording, following, stalking, or threatening library users or staff while in the library or on library property such that it interferes with library patrons' use of the library or the ability of staff to perform his or her job is prohibited and may result in immediate removal and suspension from the library.

12. Disruptive, Rowdy or Unsafe Behavior

- Refrain from running, pushing/pulling, or climbing.
- Refrain from physical or verbal fighting.
- Refrain from spitting or any behavior that may injure patrons or damage library materials.

13. Do Not Use Library Facilities for Purposes other than those Normally Associated with a Library.

- Patrons shall be engaged in activities associated with the use of the library while in the building or on library grounds. Patrons not engaged in using library materials or facilities appropriately will be asked to leave the building.
- Extensive periods of sleeping in the library or on benches, tables or grounds outside are prohibited.
- Any form of gambling or betting is prohibited.
- Misuse of restrooms, such as, but not limited to: laundering, shaving, hair cutting or trimming, bathing and sexual activity is prohibited.
- Camping on library grounds is prohibited.

14. Soliciting, Selling, Campaigning or Petitioning on Library Grounds

- As a limited public forum, the library reserves the right to regulate the time, place, and manner for petitioning, campaigning, and soliciting on library grounds.
- Persons or groups wishing to petition or campaign on library grounds are requested to sign in at the Checkout Desk in advance of their intent to campaign or petition.
- Use of the library property by petitioners or campaigners does not indicate the library's opposition to or endorsement of the candidate or issue that is the subject of the petition, and the library will not assist the petitioners in the solicitation of signatures.
- Permitted areas for campaigning or petitioning will be limited to areas 6 feet from all entrances and overhangs. However, no person shall block ingress or egress from the library building.
- Permitted times for campaigning or petitioning will be limited to the operating hours of the library.
- Campaign material, solicitation literature or petitions may not be brought into the library, posted at the Library, or left on tables.
- Sales, solicitations and/or solicitations of monetary donations of any kind by outside organizations are prohibited unless incidental to library programming and require advance approval by the Library Director.
- With approval of the Library Director or a designated staff person, community nonprofit organizations may place containers in the library or on library property to collect approved non-monetary donations as space allows, in areas designated by the library. The length of time for collecting donations may be limited by the library.

15. Do Not Enter the Library while Possessing, Consuming, or being under the Influence of Drugs or Alcohol.

- Alcohol and/or drugs on library premises is strictly prohibited.
- Persons noticeably under the influence of any drugs or alcohol are not allowed on Library property.

16. Do Not Smoke or use Tobacco Products, Electronic Cigarettes, or Vapors in the Library, Use Designated Areas on Library Grounds

- Use of tobacco products or smoking (including electronic cigarettes and vapors) in the library is prohibited. Smoking is allowed outside the library in designated areas as specified by the Wayne County Clean Air Regulations. Smokers must use exterior ashtrays and refrain from littering with cigarette butts.
- Use of incendiary devices, such as candles, matches and lighters is prohibited inside the library.

17. Committing or Attempting to Commit an Activity in Violation of Federal, State or Local Law, Ordinance or Regulation Is Prohibited in the Library and on Library grounds.

- Any person may, without prior notice or warning, be immediately removed from the Canton Public Library at the discretion of the Library Director or the Library Director's authorized designee if his or her presence or conduct on the premises poses an immediate and imminent danger to any person or property.
-

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. Violation of the Policy – Suspension of Privileges

Unless otherwise provided in this Policy, (see Section C below), the Library shall 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.

B. 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:

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.

C. 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.

D. Right of Appeal

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

Canton Public Library Board of Trustees
1200 S. Canton Center Rd.
Canton, MI 48188
www.cantonpl.org

Revision Adopted by Library Board 06/30/2016
Motion No. 16/6-30-4

(Original 11/20/2014, Motion No: 14/11-20-2)