

## Service Policy 400

### **Patron Rules & Responsibilities**

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The Spring Lake District Library supports the right of all individuals to use the library without discrimination and with the safety and peace of all people in mind. To properly maintain a clean, safe and comfortable environment for all library users, protect the privacy of our patrons and employees, and ensure proper use of all library materials and services, the Library Board has adopted the following rules and responsibilities. The Spring Lake District Library staff is charged with seeing that these rules and responsibilities are properly enforced so that the facility can be used to the fullest by all persons. Patrons who violate these rules and responsibilities may be asked to leave the Library for the remainder of the day on which the incident occurs as well as being penalized as listed in the Sanctions for Violations of Patron Rules and Responsibilities. Patrons who violate these rules and responsibilities are subject to suspension of Library privileges (including exclusion from Library premises) for a period of time pursuant to the attached Sanctions for Violations of Patron Rules and Responsibilities. In addition, patrons will not violate the Library's Internet and Computer Policy, any Village of Spring Lake ordinances or state or federal law (including U.S. copyright law) or regulations in the Library or on Library property. Restitution for damages to library property may be required.

- 1) Therefore, the following rules have been established:
  - a) Solicitation of any kind on Library property is prohibited; provided however, that soliciting petition signatures is permitted in accordance with the Policy on Circulating Petitions.
  - b) No loitering is allowed on Library property.
  - c) No smoking or use of electronic cigarettes is allowed on Library property.
  - d) Eating shall be allowed on the patio, and with prior approval in the program room and Local History room.
  - e) Drinks are allowed in the Library only in covered containers. Drinks containing red dye or alcohol are prohibited. Drinks are prohibited in the Technology Lab and at the Youth Services computers.
  - f) Proper attire shall be worn at all times. No one will be permitted to enter or remain in the Library without wearing a shirt and shoes (or other footwear), and other proper attire.
  - g) Patrons with extremely poor hygiene which interferes with other patrons' use of the facility will be asked to leave the Library.

- h) Sleeping for extended periods of time (defined as more than 10 minutes) is prohibited.
  - i) Patrons shall honor the Library's published open hours and respond promptly to public announcements at closing time. No one shall remain in the building or use Library equipment beyond the official closing time except pre-approved program activities.
  - j) Patrons must exit the building during fire alarms, and must relocate to a designated safe area upon instruction by the staff during severe weather.
  - k) Patrons shall restrict use of public telephones to brief or urgent local calls of no more than five minutes.
  - l) Cellular phones and other electronic devices shall be used in a manner that does not interfere with other patrons' use of the facility. Conversations of more than brief duration (1 or 2 minutes in length) shall be restricted to the study rooms and outer lobby area of the Library.
  - m) Study Rooms may be used for up to two hours by one party. No more than three people are allowed in the Study Rooms at one time. No more than four people are allowed in the Teen Corner at one time unless special permission is given by the person in charge.
  - n) Personal electronic devices shall not be used unless the sound is turned off or headphones are used.
  - o) Patrons will be expected to comply with Library Computer use procedures.
  - p) Computer users may not circumvent Library software for the purpose of evading library time restrictions for computer use.
  - q) Signing another computer user in with your library card is not allowed.
  - r) Parents or responsible persons are expected to adequately supervise minor children.
  - s) No skateboards or rollerblades may be used on the premises.
  - t) Personal items may not be left unattended on library grounds.
  - u) Materials stored in service desks or on staff PCs may be accessed by staff only; opening and/or searching drawers and cupboards at service desks is not allowed.
  - v) No animals are allowed in the library except documented service animals accompanied by individuals with a disability or who indicate the documented service animal provides a specific service to them, or animals participating in library sponsored programs.
- 2) The following actions will not be tolerated:
- a) Willfully annoying another person or endangering the safety of other persons on the premises or interfering with the ability of persons to use the library in a safe and non-threatening environment.
  - b) Misusing or damaging library property resulting in repairs, replacement costs or cleaning costs of less than \$100.
  - c) Exhibiting loud, boisterous conduct or creating a public disturbance.
  - d) Being in a state of intoxication.
  - e) Use of profane, obscene or injurious language.
  - f) Attempting to make configuration changes or software modifications.
  - g) Accessing or viewing by minors of sexually explicit material harmful to minors.
  - h) Purposely displaying or directing sexually explicit material harmful to minors to a minor.
  - i) Any other violation of the Library's Computer and Internet Policy not otherwise identified in 1), 2), or 3).
  - j) Harassing of library staff.
  - k) Any violation of the law or library policy not otherwise identified in 1), 2), or 3).

- 3) Immediate suspension from Library property will result from any of the following actions:
  - a) Improper removal of, damage to, and/or alteration/defacing of Library or other patrons' materials or equipment.
  - b) Misusing or damaging library property resulting in repairs, replacement costs or cleaning costs of \$100 or more.
  - c) Hacking or attempting to hack.
  - d) Viewing obscene material or child pornography.
  - e) Any criminal offense.

Pursuant to the attached Sanctions for Violations of Patron Rules and Responsibilities, a log of infractions, noting action taken, will be kept for each person. Each type of infraction will be tracked separately. Category 1 and 2 infractions will be expunged after 5 years.

Warnings issued in the thirty days prior to the adoption of this policy by the Library Board will be considered the first warning for purposes of this policy.

Appeals to any sanctions for Violations of Patron Rules and Responsibilities may be made in writing within three days to the Library Director (or a designated representative) whose decision shall be final. Appeals must include the name, date, and time of the violation and the basis for the appeal. The Library Director (or designated representative) shall promptly decide the appeal within 3 open days, and notify the patron of the decision.

### **Sanctions for Violations of Patron Rules and Responsibilities**

A log of infractions, noting action taken, will be kept for each person. Each type of infraction will be tracked separately. Category 1 and 2 infractions will be expunged after 5 years.

For each different type of infraction:

- 1st occurrence: Warning given along with copy of patron rules – ***No warning needed for Category 2 or Category 3 infractions***
- 2nd occurrence: Points given
- 3rd occurrence: Double points given
- 4th occurrence: Triple points given
- 5th occurrence: Quadruple points given

Suspensions for points accumulated:

- 3 points -- up to 1 week
- 6 points -- up to two weeks
- 9 points -- up to 1 month
- 12 points -- up to 6 months
- 15 points -- up to 1 year
- more than 15 points – up to 1 year/permanent

#### ***Category 1 -- 1 point***

- a. Soliciting/violations of Policy on Circulating Petitions
- b. Loitering
- c. Smoking or using electronic cigarettes on library property
- d. Eating outside of approved areas

- e. Bringing beverages into restricted areas, not using covered beverage containers, or drinking prohibited drinks
- f. Failing to wear proper attire – shirts and shoes are required
- g. Interfering with others use of the facility due to poor hygiene
- h. Sleeping for more than 10 minutes
- i. Failing to comply with Library published open hours
- j. Ignoring staff directives to relocate to safe areas during severe weather or fire emergencies
- k. Misuse of the public phone – calls of more than 5 minutes
- l. Misuse of cellular phone or other electronic devices
- m. Misuse of study room time limits
- n. Failing to turn off the sound on personal electronic devices or misuse of personal electronics
- o. Violating computer use procedures (filtered access, time limits, age limits, parental supervision of minors)
- p. Circumventing library software to evade library time restrictions on computer use.
- q. Signing in another computer user with your library card.
- r. Failing to adequately supervise children
- s. Using skateboards or rollerblades on the premises
- t. Leaving personal items unattended on library grounds.
- u. Opening and/or searching drawers and cupboards at library service desks.
- v. Bringing animals into the building except service animals, or for library programs.

**Category 2 -- 3 points**      ***[No warning needed for Category 2 infractions]***

- a. Willfully annoying other persons or endangering the safety of other persons on the premises or interfering with the ability of persons to use the library in a safe and non-threatening environment
- b. Misusing or damaging library property resulting in repairs, replacement costs or cleaning costs of less than \$100
- c. Exhibiting loud, boisterous conduct or creating a public disturbance
- d. Being intoxicated (alcohol or drugs)
- e. Using profane, obscene or injurious language
- f. Attempting to make configuration changes or software modifications
- g. Accessing or viewing by minors of sexually explicit material harmful to minors
- h. Purposely displaying or directing sexually explicit material harmful to minors to a minor.
- i. Any other violation of the Library's Computer and Internet Policy not otherwise identified in categories 1), 2), or 3)
- j. Harassing of library staff
- k. Any violation of the law or library policy not otherwise identified in 1), 2), or 3)

**Category 3 -- 15 points**      ***[No warning needed for Category 3 infractions]***

- a. Improperly removing, damaging, altering, or defacing library or patrons' materials or property
- b. Making configuration changes or software modifications
- c. Hacking or attempting to hack
- d. Viewing obscene material or child pornography
- e. Any criminal offense