

Service Policy 400

Patron Code of Conduct

Adopted August 16, 2019

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. This policy, in conjunction with all other policies, ensures that SLDL can 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.

Library patrons are expected to:

- Respect other patrons and library staff.
- Respect library property.
- Obey the law.
- Comply with requests from staff.

Library staff will intervene to stop any observable activities and behaviors that conflict with the posted expectations of conduct. Any person who does not adhere to this code of conduct may be asked to leave library property, be denied library privileges, or be banned from the library. An individual who wants to appeal any decision made by library staff should contact the library director in writing for reconsideration. Police will be called for any violation of local, state, or federal laws and this may result in criminal prosecution.

Service Policy 400

Patron Code of Conduct

Procedures and Guidelines for Staff

Library staff will intervene to stop any observable activities and behaviors that conflict with the posted expectations of conduct. The following are examples of observable behaviors and activities that violate the expectations:

Respect other patrons and library staff – Any activity that reasonably interferes with others' use and enjoyment of the library or with the functioning of library staff, including concerns for safety. Examples (including but not limited to): Inappropriate personal comments, staring, sexual advances, physical and/or verbal harassment, excessive noise, physical activity that could result in injury to yourself or others

Respect library property – Using library privileges, materials, equipment, fixtures, furniture, buildings or grounds in any manner other than intended. Examples (including but not limited to): Entering non-public areas without authorization, posting signs or soliciting without approval, activities or behavior that may result in damage to property, habitual sleeping, and leaving personal property unattended

Obey the law – Police will be contacted for any observable behaviors or action prohibited by law. Examples (including but not limited to): Threats, theft, misuse of computers, use of tobacco, marijuana products, or illegal drugs on library property

Comply with requests from staff – Ignoring requests or disobeying the direction of a library staff member

All customer service staff will have regular training in managing patron behavior and approaching patrons for warnings and other disciplinary measures. Staff will immediately call police to report any criminal behavior or activity. Most other patron interactions typically start with an explanation and a warning, if appropriate. In most instances, the shift leader will be consulted prior to ejecting any patron from the building. If a patron is asked to leave for any reason, an incident report form will be completed by staff and given to the library director.