

*Hackley Public Library
316 W. Webster Avenue
Muskegon, MI 49440*

=== POLICY ===

PATRON BEHAVIOR POLICY

I. Introduction.

The Hackley Public 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. 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 Patron Behavior Policy ("Policy") aims to assist the Library in fulfilling its mission programs and services to unify the community, promote creativity, and encourage lifelong learning while preserving our storied past to prepare for an ever-changing future.

The following rules of conduct shall apply to both buildings— interior and exterior – and all grounds controlled and operated by the Library ("Library Property") and to all persons entering 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, theft, removing Library material from Library Property without authorization through the approved lending procedures, vandalism, or copyright infringement) is prohibited.
- B. Weapons. All visitors will be expected to adhere to all current state and local policies concerning the carrying of weapons in a [public library in Michigan](#).
- C. Alcohol; Drugs. Possessing, selling, distributing, or consuming any alcoholic or intoxicating beverage, illegal drug, or drug paraphernalia is prohibited, provided 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. Skateboards, rollerblades, roller skates, and other wheeled recreational equipment (including rideable toys and wagons) are prohibited in the Library or on Library Property. However, the Library permits child strollers inside its premises. Library patrons must park bicycles or other recreational vehicles only in authorized areas. The Library welcomes individuals with disabilities to utilize wheelchairs, scooters, and

other power-driven mobility devices unless a particular type of device cannot be accommodated due to legitimate safety requirements at the library facility.

- F. No Blocking of Doors, Aisles, or Entrances. All doors, aisles, and entrances must remain obstacle-free. This provision includes prohibiting running power cords across aisles or other areas 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. Any unattended, unleashed, or disruptive animals will be asked to be removed from the library premises.
- H. Incendiary devices. Incendiary devices, such as candles, matches, and lighters, are prohibited inside the Library.
- I. Staff Only Areas. Patrons shall not be permitted in areas designated as "staff only" unless otherwise permitted by the Library Director or designee.

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 of parcels carried into the Library. The Library may also limit the size of items; for example, the Library prohibits large items such as suitcases, duffle bags, or large plastic garbage bags. In addition, items must be small enough to fit under a chair at 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 the storage of personal property.
 - 4. Personal possessions must not be left unattended or taken up seating or space if needed by others.
- B. Food and Beverages. The Library prohibits eating in any part of its premises, including the computer lab, study rooms, and public areas, unless it is part of a program or event. However, small children's snacks are permitted; parents, please help us to keep the Library clean and pest free by cleaning up after your children. Drinks are allowed at tables and chairs in the reading areas, but they must be in sealable containers such as water bottles or travel mugs with lids. Please consume these beverages responsibly and immediately report any spills that may occur.

- C. Unauthorized Use. At closing time, patrons must promptly exit the Library Property. Patrons are prohibited from being in the building after closing except during library-organized events, programs, or tours.

If a Library Director has limited a patron's privileges, the patron must abide by those limitations and cannot use the Library in any way that violates those restrictions.

- D. Engaging in Proper Library Activities. While inside the Library or on Library Property, patrons are expected to engage in activities directly related to Library use, such as reading, studying, writing, or attending scheduled Library programs. If patrons are not actively involved in these activities or utilizing Library resources, they will be requested to leave and cannot remain on Library Property. Sleeping on Library furniture, the floor, or outside on Library property will be considered loitering.

- E. Teen Room. This space is designated specifically for teens ages 13 - 18. This space is only available to teens, even during school hours. Adults may browse the collection but not use the tables or chairs for an extended time.

- F. 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. Participating in sexual activity that breaks the law, disturbs Library users or staff, or interrupts the Use of the Library by patrons or staff is not allowed on Library property.

- G. Panhandling or Soliciting for Money, Products, and Services. Panhandling or soliciting Library staff or patrons for money, products, or services inside the Library or on Library property is prohibited. However, the Library Director may approve incidental sales of products or services related to Library programming.

- H. Interference with Staff. Patrons may not interfere with the staff's duties in the Library or on Library property. These behaviors include engaging in conversation or behavior that monopolizes or forces staff's attention for an inappropriate period, inappropriate personal comments, sexual advances, or physical and verbal harassment.

- I. 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 gain permission from the Library Director.
 - 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 the Library building shall be limited to areas 25 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.
- J. Sales. Selling merchandise without the Library Director's prior permission is prohibited.
- K. Distributions; Postings. Distributing or posting printed materials/literature on Library Property not following Library policy is prohibited.
- L. Restrooms. Misuse of restrooms, including laundering, sleeping, shaving, excessive personal grooming, hair cutting or trimming, bathing, and sexual activity, is prohibited. Only one person may occupy a stall in the restroom facilities unless a parent, caregiver, or guardian assists a child or a person with a disability. Please refrain from taking library materials into the restrooms.
- M. Harassment/Anti-Bullying. Any individual engaging in the following actions within the Library premises will face appropriate consequences, including but not limited to warnings, removal from the premises, and potential legal action:

Any individual engaging in the following activities within the Library premises will face appropriate consequences, including but not limited to warnings, removal from the premises, and potential legal action:

1. Staring, photographing, video recording, or audio recording of others without their consent
2. Following, stalking, or harassing patrons or staff

3. Engaging in arguments, threats, or disruptive behavior that can reasonably be expected to disturb Library users or staff
4. Behaving in a manner that interferes with the peaceful Use of the Library by patrons or hinders the staff's ability to perform their duties effectively
5. Engaging in any action that creates or may result in a hostile work environment for Library staff
6. Attempting to prevent a person's right to access or enjoyment of the Library due to their origin, age, background, or views

N. 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 are allowed to read aloud to children in the Youth Area. Additionally, patrons engaging in reading practice with tutors or caregivers may do so if they maintain a volume that would not reasonably disturb others.

O. Odor The Library strictly prohibits offensive odors, including, but not limited to, body odor resulting from inadequate personal hygiene, overwhelming perfume or cologne, or odors emanating from items brought into the Library that cause a disturbance.

P. Personal Cell Phone Usage: Patrons are asked to silence cell phones and all other sound-emitting devices while in the Library. Individuals needing to use their cell phones must keep their voices at a reasonable volume and move away from others to avoid disturbing other library patrons. Conversations that become lengthy or loud will be asked to be taken outside the Library or to the small meeting/study.

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

R. Identification; Masks. Patrons must provide identification to Library staff when requested. A mask, hood, or device by which any portion of the face is so hidden, concealed, or covered as to conceal the wearer's identity is prohibited on Library Property, except for persons wearing a head covering or veils according to religious beliefs or customs.

S. Tables or Structures on Library Property. Individuals are prohibited from utilizing or installing tables, stands, signs, or similar structures on Library Property, unless it is for Library-sponsored or co-sponsored events.

T. Smoking; Tobacco or Marijuana Use. The Use of tobacco products such as smoking, e-cigarettes, vaping, electronic nicotine delivery systems, or chewing

tobacco is prohibited on Library Property. Likewise, the Use of marijuana, whether smoking or otherwise, is also prohibited on the Library premises.

- U. Attire. All patrons are expected to be fully dressed, including shoes and a shirt, at all times while on library property. Visible or damp swimming suits left uncovered are not considered appropriate attire. No bras or sports bra tops are allowed without a proper full shirt over the top. No one with uncovered undergarments will be permitted on library property.

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 remove Library materials, equipment, furniture, or buildings. Patrons shall not load or install any programs or software on Library computers. Patrons shall be responsible for reimbursing 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 (4017)
- 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.
- E. Use of Tables and Computers. Only four (4) people may be seated at a table, and no additional people may stand around one (1) table.

V. Violations and Appeal.

The Library Director or the Director's designee may restrict access to Library facilities according to the terms of the Library Violations Enforcement Policy.

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VIOLATIONS ENFORCEMENT POLICY

I. Purpose.

This Policy aims to provide a process for addressing violations of Hackley Public Library policies. This Library Violations Enforcement Policy will set forth the process and procedure for violations of all Library policies, including but not limited to the Patron Behavior, Internet Use, and Laptop Use policies.

II. Library Director/Designee's Right to Suspend Privileges.

If a patron breaks a Library policy, the Library Director or their representative may take action by preventing them from accessing Library Property. This action may include dismissing them from the Library Properties, suspending their access for a particular time, or denying them access to specific services or programs. In some cases, the police may need to be involved.

- A. Incident Reports. Library staff shall record in writing as an Incident Report any violation of the Patron Behavior Policy that resulted in a suspension of Library privileges.
- B. 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, they will be asked to leave the Library Property for the day. If they refuse, the police may be called.
 2. *Subsequent Violations*: If a patron continues to break the rules, the Library Director or their authorized representative can further restrict or revoke a patron's Library privileges. This decision will be communicated in writing when possible and will explain the specific violation. If the same rule is broken again, the patron will face longer suspensions for each subsequent offense.
- 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 and security of staff and patrons shall be handled as follows:

1. *Initial Violation:* The police will be called immediately. If the conduct violates 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 to give the Library sufficient time to investigate the incident. After the investigation is completed, the Library Director or his/her designee may add additional time to the initial limitation or suspension period.
 2. *Subsequent Violations:* The police will be called immediately. If the conduct violates local, state, or federal law, arrest or criminal prosecution may ensue. The Library Director or the Library Director's authorized designee may further limit or suspend 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 Library Director or the Library Director's designee will schedule a meeting with the patron whose privileges have been limited or suspended (and the patron's parent or guardian if the patron is a minor) to review the Library Patron Behavior Policy before reinstating their privileges. The Library Director may set forth conditions for the reinstatement.

VII. Right of Appeal.

The Executive Director or their designated representative shall consider written appeals from patrons banned from the Hackley Public Library. Patrons must file appeals within ten (10) calendar days of receiving notification regarding suspending their privileges. The decision rendered by the Director shall be final and conclusive.