

3.30 Patron Behavior Policy

I. Introduction

The Royal Oak 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. 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 has adopted this Patron Behavior Policy. The purpose of the Patron Behavior Policy (“Policy”) is to assist the Library in fulfilling its mission to provide opportunities for all to learn, connect, create and innovate.

The following rules of conduct shall apply to the Library’s interior and exterior, all grounds controlled and operated by the Library (“Library Property”), and to all persons entering in 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, larceny, removing Library material from Library Property without authorization through the approved lending procedures, vandalism, or copyright infringement) is prohibited.
- B. Weapons. Carrying guns, pistols, or other weapons, except as specifically permitted and exempt from local regulation by law, on Library Property is prohibited.
- C. Alcohol; Drugs. Possessing, selling, distributing, or consuming any alcoholic or intoxicating beverage, illegal drug, or drug paraphernalia is prohibited; provided that 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.
- D. Recreational Equipment and Personal Transport Devices. Use of skateboards, rollerblades, roller skates, wheeled footwear, hoverboards, one-wheels, scooters or other wheeled forms of recreational equipment (including toys that can be ridden) is not allowed in the Library or on Library Property. Library patrons must park bicycles or other recreational vehicles only in authorized areas. Wheelchairs, scooters, and other power-driven mobility devices are permitted for those individuals with disabilities in accordance with Library rules, unless a particular type of device cannot be accommodated because of legitimate safety requirements.
- E. No Blocking of Doors, Aisles or Entrances. All doors, aisles and entrances must remain obstacle-free. This includes a prohibition of running power cords across aisles or other areas that are used for walking.
- F. 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. Animals may not be left unattended or be off-leash on Library Property.
- G. Incendiary devices. The use of incendiary devices, such as candles, matches, and lighters, is prohibited inside the Library. Charging vape pens, ecigarettes or other rechargeable smoking devices on library property is prohibited.
- H. Staff Only Areas. Patrons shall not be permitted in any areas designated as “staff only” unless otherwise permitted by the Library Director.

III. Rules for Personal Behavior

- A. Personal Property. Personal property brought into the Library is subject to the following:
 - a. The Library staff may limit the number of and size of parcels carried into the Library.
 - b. The Library is not responsible for personal belongings left unattended and Library staff is not permitted to guard or watch personal belongings.
 - c. The Library does not guarantee storage for personal property.
 - d. Personal possessions must not be left unattended or take up seating or space if needed by others.
- B. Food and Beverages. Food and beverages are only permitted in designated areas. Beverages must be in a spill-resistant container (i.e. cups with lids or screw tops). No food is allowed by any library-owned computers. Patrons are required to dispose of trash properly.
- C. Unauthorized Use. Patrons must leave the Library Property promptly at closing time and may not be in the Library when it is not open to the public. Further, any patron whose privileges to use the Library have been denied may not enter the Library or be on Library Property. 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 Library Director, their designee, or the Library Board.
- D. Appropriate and Considerate Use. Patrons shall be engaged in activities associated with the use of the Library while in the building or on Library Property. The following behavior is prohibited in the Library or on Library Property:
 - a. Sleeping on the floor, in a study or conference room, or at a library-provided computer;
 - b. Gathering in large groups and being disruptive;
 - c. Loud or boisterous conduct inappropriate to the Library location;
 - d. Spitting;
 - e. Running, pushing, shoving, fighting, throwing items, provoking a fight or other unsafe physical behavior;
 - f. Using obscene or threatening language or gestures;
 - g. Engaging in sexual behavior (1) that is a violation of the law, (2) which can reasonably be expected to disturb Library users or staff while such staff or patrons are in the Library or on Library property, or (3) that interferes with the Library patrons' use of the Library or the ability of the staff person to do their job.
 - h. Placing one's shoes or feet on any Library furniture.
- E. 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. Sales of products or services that are incidental to Library programming may be permitted if approved in advance by the Library Director.
- 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, inappropriate personal comments, sexual advances, or physical and/or verbal harassment.
- G. 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:

- a. Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing, and soliciting are prohibited inside the Library building.
- b. Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing, and soliciting outside the Library building but on Library property are subject to the following requirements:
 - i. Persons or groups are requested to sign in at the Circulation Desk in advance.
 - ii. 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.
 - iii. No person shall block ingress or egress from the Library building.
 - iv. Permitted times will be limited to the operating hours of the Library.
 - v. Campaign material, literature or petitions may not be brought into the Library, posted at the Library or left on Library property.
- H. Distributions; Postings. Distributing or posting printed materials/literature on Library Property not in accordance with Library policy is prohibited.
- I. Restrooms. Misuse of restrooms, including laundering, sleeping, shaving, excessive personal grooming, hair cutting or trimming, hair coloring, bathing, and sexual activity is prohibited. Unless a parent or guardian is assisting a child or a patron is assisting a person with a disability, there shall only be one person to a stall and only one person at a time in the individual use restrooms in the youth area. Library materials may not be taken into restrooms.
- J. Harassment. Staring, photographing, video recording, audio recording, following, stalking, harassing, arguing with, threatening, talking or behaving in a manner (1) which can reasonably be expected to disturb Library users or staff while such staff or patrons are in the Library or on Library property; (2) that interferes with the Library patrons' use of the Library or the ability of the staff person to do their job is prohibited; (3) would create or may result in a hostile work environment for Library staff; and/or (4) that violates Michigan or federal law.
- K. Odor. Offensive odor, including but not limited to, body odor due to poor personal hygiene, overpowering perfume or cologne, or odors from items brought into the Library, that causes a nuisance is prohibited. (For example, if the patron's odor interferes with staff or other patrons' use of the Library, the patron violates this Policy).
- L. Library Policies. Patrons must adhere to all Library Policies.
- M. Identification; Masks. Patrons must provide identification to Library staff when requested. A mask, hood, blanket, or device by which any portion of the face is so hidden, concealed, or covered as to conceal the identity of the wearer is prohibited on Library Property, except for persons wearing head covering or veils pursuant to religious beliefs or customs or those wearing a mask for health and safety reasons.
- N. Tables or Structures on Library Property. No person may use or set up a table, stand, sign or similar structure on Library Property without permission from the Library Director or their designee. This does not apply to Library-sponsored or co-sponsored events.
- O. Smoking; Tobacco or Marijuana Use. Smoking any substance, using e-cigarettes, vape pens or electronic nicotine delivery systems, chewing tobacco, or rolling/prepping tobacco or marijuana for consumption is prohibited on Library Property, including all outdoor areas.
- P. Leaving debris or waste anywhere except designated waste receptacles.
- Q. Shoes. Patrons need to wear shoes while in the building.

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 improperly remove Library materials, equipment, furniture, or buildings. Patron shall not load or install any programs or software on Library computers. Patrons shall be responsible to reimburse the Library for costs incurred by the Library for violating this provision. Patrons shall not cause damage by returning library materials containing insects, such as bedbugs and cockroaches, or bringing insects into the Library.
- B. Internet Use. Patrons must abide by established time limitations and all other provisions of the Library Internet Use Policy.
- C. Equipment. Library staff computers are for staff use only. Staff desk phones at public service may be used with permission for a maximum of five (5) minutes.
- D. Authorized Lending. Library materials may only be removed from the premises with authorization through established lending procedures.

V. Violations and Appeal

The Library Director or the Director's designee may restrict access to Library facilities pursuant to the terms of Policy 3.70 Library Violations and Appeal.

Adopted by the Royal Oak Public Library Board of Trustees on 02/27/24, effective 04/01/2024.