

## PATRON CODE OF CONDUCT POLICY

Our community expects the Library to be a clean, comfortable, and safe place. To this end, the Library is responsible for establishing rules of conduct to protect the rights and safety of patrons, volunteers, and staff; and to preserve Library materials, equipment, facilities, and grounds. Library staff will enforce the Code of Conduct in a courteous but firm manner to ensure the quality of the environment. While on Library premises, patrons are expected to comply with the reasonable directives of staff.

Inappropriate or unruly behavior is defined as ‘any behavior on Library premises which infringes on the rights of others to use the Library in relative comfort and safety, behavior which could result in injury to oneself or others, or behavior which could result in damage to library materials or property’. Inappropriate library behavior includes, but is not limited to, the following:

- Disobeying the reasonable directives of a library staff member.
- Threatening or harassing customers, volunteers, or staff.
- Soliciting on Library property.
- Using foul or abusive language.
- Bringing animals into the library other than service animals, as allowed by law, or for approved Coloma Public Library programs.
- Loud talking or other noises.
- Running and other disruptive activity.
- Damaging, altering, stealing, or using Library property inappropriately.
- Blocking aisles, entrances, or exits or in any manner impeding access to public areas.
- Neglecting to provide proper supervision of children.
- Smoking, including e-cigarettes inside the Library.  
\*Outside smoking must comply with Michigan’s Smoke-Free Air Law.
- Being under the influence of alcohol or illegal drugs, or selling, using, or possessing alcohol, illegal drugs or drug paraphernalia.
- Using language or gestures that incite violence or prejudicial action against a group or individual on the basis of race, religion, ethnic or national origin, disability, sexual orientation, or gender identity.
- Engaging in any activity in violation of Federal, State, local or other applicable law, or Library policy.
- Not complying with Library Policies and Plans including the **COVID-19 Response and Preparedness Plan** and **Reopening Plan**.

In the event of patrons engaging in behavior which is disruptive or which appears to violate City of Coloma ordinances, State of Michigan statutes or Federal laws, the library staff may eject the violators, with the assistance of the Coloma Police Department, if necessary.

Patrons will be warned once and requested to leave if the unacceptable behavior continues. Suspension of library privileges by a library staff member or board representative for a determinate period of time may occur if a patron is found to have engaged in unacceptable behavior on library property. In all cases other than a daily suspension, written notice outlining the reason(s) for the suspension will be mailed to the patron, or parents, caretakers and/or legal guardian of a minor. A patron may file a written request appealing the suspension, at which time, the matter will be referred to the Board of Trustees for a hearing and final decision.

Approved: 06/15/2020