



CODE OF CONDUCT

Rules and Regulations

To ensure a safe and welcoming environment for all library patrons, the East Lansing Public Library (ELPL) Board of Trustees has adopted the following Code of Conduct. By enforcing the rules and regulations listed below, ELPL staff and trustees seek to ensure all persons may enjoy equal and open access to all library facilities and resources. Mutual respect makes it possible for everyone to enjoy library materials and services.

The Library Board of Trustees is responsible for determining the rules for public behavior in the library that are necessary to:

- Protect the safety of individuals and preserve their right to use Library property, materials, and services.
- Protect the safety of Library employees and volunteers and preserve their right to conduct Library business without interference.
- Preserve Library materials and facilities from harm.

Patrons of ELPL are obligated to follow the Code of Conduct:

1. Patrons may not violate any local statute, ordinance, regulation, and state or federal law.
2. All weapons are banned from Library premises to the fullest extent permitted by law.
3. Patrons must follow library procedures when instructed to do so by library staff.
4. Patrons must provide identification when requested by library staff.
5. Library patrons may not possess, sell, consume or be under the influence of any intoxicant or any controlled substance (except as may be authorized by prescription).
6. Patrons may not act in a way that would be expected to reasonably disturb others' use of the library. This includes but is not limited to staring at another person, following another person around the building, playing or using audio or other electronic equipment so that others can hear it, running, singing or talking loudly, using profane or abusive language, or behaving in any way that is intimidating, hostile, offensive, physical or verbally abusive, or behavior that adversely impacts the work of library staff.
7. Tobacco, tobacco products and/or other burnable products may not be used in the library or on library property. This includes no smoking, chewing, rolling or display of tobacco, other burnable products, vaporizers, electronic cigarettes or any other smoking devices. Library property is defined as the library building, parking lots and private sidewalks, but not public sidewalks alongside a roadway, as well as a 6 foot easement along the east and north sides of the library building. Other library

property is defined as the Library On the Go van and all assets owned by the library; such as furniture, materials, electronic collections, tools, technology, etc.

8. Patrons may not display materials or make verbal comments or gestures that might reasonably be expected to offend or harass others. Patrons may not engage in or solicit a sexual act; including but not limited to indecent exposure.
9. Personal possessions must not be left unattended. The library is not responsible for personal belongings.
10. Patrons must be respectful of library furnishings including library equipment and materials, both inside and outside the building. Users may not deface, mark on, mutilate, or block access to any library furnishings, materials, or equipment.
11. Patrons shall not knowingly remove or attempt to remove any library materials without first checking them out. Unauthorized removal of ELPL property or failure to return ELPL property constitutes larceny, and ELPL has the right to report these matters to the appropriate authorities.
12. Unreasonable use of library restrooms is not allowed, including, but not limited to, smoking, vaping, bathing, shaving, laundering clothes, gathering, congregating or hanging out, soliciting, clogging plumbing, or looking into an area designed to provide privacy to a person using the area.
13. For hygiene and safety purposes, adequate attire is required on the library premises. This includes clothing that covers the upper and lower body as well as shoes.
14. Patrons may not jeopardize the health and cleanliness of other patrons, library staff, library materials and library facilities with pests, bodily fluids, or waste. This includes fleas, lice, bed bugs, blood, urine or feces, etc. on themselves or their possessions.
15. Patrons may not wear or emit strong, pervasive odors that unreasonably interfere with library users and staff comfort, safety, or use of the library.
16. Patrons may not solicit or panhandle in the library building and on library property.
17. Patrons may not circulate petitions, distribute literature or leaflets, or make appeals to the public ("speech activities") inside the library building, including the doorway or vestibule, and in the library parking lots, in a manner that interferes with or impedes access and egress to the library.
18. Patrons may not enter an area that is designated "Staff Only" with the exception of identified volunteers and programmers. Except for library programs, patrons may not remain in the Library after closing time or after a request to leave, including emergencies and evacuation drills. Further, any patron whose privileges to use the library have been denied may not enter the library building, or occupy space on library property. Any patron whose privileges have been limited may not use the library in any manner that conflicts with those limits.

19. Patrons may not use roller blades, roller skates, skateboards, or any similar wheeled devices on library property. Bikes and scooters must be parked in racks or designated areas so as they do not obstruct entrances and exits.
20. No animals may be brought into the library building, with the exception of service animals and animals involved in library programs.

These rules are in addition to the City of East Lansing Ordinance, Chapter 108, Disorderly Conduct, Sections 9-101-9-104; and state and federal statutes which apply. The rules and regulations included in this policy are cited by way of illustration and not limitation.

Penalties

Library employees are authorized to bring to an individual's attention any act or omission which violates these rules. Any person who violates these rules and regulations may be denied access to the library and to library services by the Library Director or designee upon notice for a period commensurate with the infraction. Library employees will contact the police when necessary.

Appeal

Any person denied access to the library, or its services may appeal the denial to the Library Director. If the appeal is not resolved by the Library Director, it may be submitted in writing to the Library Board. The Library Board will provide the person with an opportunity to be heard before deciding the appeal.

Adopted by the Library Board of Trustees on November 25, 1986
Revised: June 16, 2004; January 16, 2008; April 17, 2013; March 15, 2017;



CODE OF CONDUCT PENALTIES

Any person who violates the East Lansing Public Library's rules and regulations may be denied access to the library and to library services by the library director or designee upon notice for a period commensurate with the infraction. Library employees will contact the police when necessary.

Ordinance of the City of East Lansing Sec. 26-240 – Unlawful entry upon library property:

"No person shall willfully enter upon the lands or premises of the East Lansing Public Library without lawful authority after having been forbidden to do so by the library director, or his/her designated agent. No person being upon said lands or premises shall refuse or neglect to forthwith depart therefrom upon being requested to do so by the library director or his/her designated agent."

Below are the suggested range of penalties to be considered by the library director or designee. The actual penalty imposed for a violation shall be determined by the library director or designee based on the individual circumstances of the violation. In addition to the listed guidelines for the East Lansing Public Library, any civil infraction or criminal offense committed on the library premises, in violation of local ordinances or state or federal law will be subject to prosecution.

1. One Day - Up to One Month (includes any civil infractions)
 - Fail to follow the computer use procedures listed in the ELPL Computing Resource Policy.
 - Use tobacco or tobacco products as described under no. 7 in the Code of Conduct.
 - Harass or annoy others through noisy or boisterous activities, by playing audio equipment so that others can hear it, by singing or talking loudly to others or in monologues, or by behaving in a manner that can reasonably be expected to disturb others.
 - Interfere with library patrons' or staff's use of the facilities through poor personal hygiene (for example: body odor, no shoes, clothing that does not cover the upper and lower body, bodily fluids or waste on themselves or their possessions).
 - Found to have brought bed bugs or other pests into library facilities through returned items or on clothing or possessions.
 - Solicit or beg library patrons in the library or on library property in a way that is disturbing to the library patrons.
 - Misuse library restroom facilities by such activities as washing or drying clothes, bathing or shaving, congregating or hanging out.
2. One Week - Up to Three Months (includes any misdemeanors)
 - Fail to follow library procedures when instructed to do so by library staff.

- Harass or annoy others by staring at another person with intent to menace or intimidate, by following another person about the building with the intent to annoy, harass, or intimidate that person, by using profane or abusive language, by displaying print or non-print materials of an offensive nature to others, or by behaving in a manner that can reasonably be expected to intimidate others.
 - Enter non-public area; enter or remain in the library after closing hours.
3. Up to One Year (includes any felonies)
- Use library computers for unacceptable uses as listed in the ELPL Computing Resource Policy. This includes displaying obscene materials or sexual content that might be harmful to minors. See ELPL Computing Resource Policy for definitions.
 - Knowingly remove materials from the library without checking them out according to standard library procedures.
 - Possess, consume or be under the influence of any intoxicant or any controlled substance (except as may be authorized by prescription).
4. Up to Two Years (includes any felonies)
- Threaten or menace library patrons or staff members. Police will be notified.
 - Deface, mar, or destroy library property or materials or property owned by others.
 - Indecent exposure. Police will be notified.
 - Refuse or fail to leave the library facilities after having been requested to do so for violating Rules of Conduct. Police will be notified.
5. Up to Three Years (includes any felonies)
- Use library computers to display child pornography. See ELPL Computing Resource Policy for definitions.
 - Touch library patrons or staff members in an aggressive or inappropriate manner. Police will be notified.
 - Violate any city ordinance, state or federal law (i.e. fighting, sexually abusive, vandalizing, threatening, etc.) Police will be notified.
6. Extension of Original Suspension
- Returning to the library while a suspension is still in effect – Up to 1 year added to original suspension.



CODE OF CONDUCT SUSPENSION APPEAL PROCESS

Any person denied access to the library, or its services may appeal the denial to the Library Director, in writing or in-person.

If the appeal is not resolved by the Library Director, it may be submitted in writing to the Library Board within ten days of the date of the appeal decision from the Library Director. The appeal should be addressed to the President of the Library Board, 950 Abbot Road, East Lansing, MI 48823. The Library Board will provide the person with an opportunity to be heard before deciding the appeal. The decision of the Library Board is final.

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CODE OF CONDUCT SUSPENSION GUIDELINES

GUIDELINES

Library staff members use the following guidelines to administer Code of Conduct Suspensions.

Patrons who repeatedly break the Code of Conduct (either the same rule or several different rules) may be suspended for longer periods of time. Where several penalties are listed, the first penalty is suggested for the first occurrence, the second for the next occurrence, etc. Verbal warnings are optional. (See also Code of Conduct Penalties)

PROCEDURES

1. General

- All Library staff members need to wear their ID badge at all times. This identifies library staff to library patrons as persons of authority.
- All Library staff members observing violations of Code of Conduct Guidelines need to report the incidents immediately to the Person In Charge (PIC).

2. Warnings - For minor infractions of the Code of Conduct Guidelines, all library staff are empowered to:

- Approach the patron and identify themselves.
- Politely but firmly explain the relevant policy, point out signs if existing, and ask individuals to refrain from prohibited behavior, and, if appropriate, give the offender a copy of the Code of Conduct.
- If the individual(s) persists in prohibited behavior, notify the Library Director and/or the Person In Charge (PIC).

3. Suspensions - For continued minor infractions or major infractions of the Code of Conduct, the person in charge will:

- Obtain the support of other staff members before approaching the individual(s).
- Inform the patron that their behavior is prohibited under ELPL's Code of Conduct.
- Ask for identification.
- For suspensions of one week or longer, if possible, obtain a photo of the individual for security and identification purposes.
- Security cameras have been installed to aid in the enforcement of rules and to deter crimes. These cameras are installed in public areas where there is no expectation of privacy. Signs are posted notifying the public about the existence of the cameras. Photos from surveillance cameras may be used for security or identification purposes.
- Tell the person that they will be suspended from the library for a specific number of days according to the Code of Conduct Penalties Policy.
- If the behavior continues, advise the individual that you will summon a police officer and report the incident to appropriate authorities.

4. Reporting

- For all security incidents staff members must complete the ELPL Incident Report form with full details and submit it to the Library Director and Person In Charge.
- For serious incidents (those in which someone is arrested or injured), staff should contact the Library Director or designee immediately. For serious incidents, all staff members involved will write a detailed description of the incident and submit that report to the Library Director. This information is needed in order to respond appropriately to staff and public concerns.
- Incident Reports will be available in a physical file that is easily accessible to staff in the Staff Only designated Safe Room. (When applicable photos will be attached to incident reports.)
- Staff members need to review the Incident Report Forms to learn which individuals have been suspended from the library.
- Once the suspension period is over, all forms will be pulled from the current file and kept for seven years after the end of the suspension period at which time they will be shredded by library staff.

5. Incident Report Forms

- Incident report forms are used to provide information related to patron/staff confrontations, breaches of security, crimes, accidents, or other incidents where evidence might be needed to enforce rules, report a crime to the police, or provide information for insurance. Copies of photographs and film may be included as part of the Incident Report.
- In filling out an Incident Report, library staff members may obtain contact information (name, address, telephone number) from Sierra.

6. Law Enforcement

- Call the police for assistance when needed. Be prepared with a thorough description of the incident, subject(s) involved, and location of the offender. Cooperate with the police in completing any requested forms. Ask any victims and witnesses to stay until the police arrive.
- The Incident Report and accompanying information is prepared as part of the library's investigative record for use by library staff members, the library's attorney, and agents of the library such as the insurance company. When a crime is involved, if there is imminent danger, the Library Director, or designee, may authorize staff to provide a copy of the Incident Report, photos, and films to a law enforcement agency without requiring a subpoena or court order.

7. Invalidated Library Card

- The Library Director will send the offender a letter informing them of the terms of their suspension when the person's name and address are known. If the offender is less than 18 years old, a letter will be sent to the offender's parents.
- A note written by the Library Director or designee explaining that the person has been suspended from 'date' to 'date' will be added to the offender's library record and their library card will be invalidated.
- When the suspension period is over, a staff member will reinstate the card.

8. Modification

- Any person denied access to the library or its services may request a modification of the denial to the Library Director.
- The Library Director may reduce or suspend the individual's suspension if the individual agrees to comply with ELPL's Code of Conduct without any further incidents.

- The Library Director or designee will change this information in Sierra and update the Security Incident Report.

9. Appeal

- Any person denied access to the library or its services may appeal the denial to the Library Director. If the appeal is not resolved by the Library Director, it may be submitted in writing to the Library Board within ten days of the date of the appeal decision from the Library Director. The appeal should be addressed to the President of the Library Board, 950 Abbot Road, East Lansing, MI 48823.
- The Library Board will provide the person with an opportunity to be heard before deciding the appeal. The decision of the Library Board is final.

10. Prosecution

- ELPL will cooperate with the police to the extent allowed by law in the investigation and prosecution of any offenders. Staff members are authorized to meet with police or testify on work time as needed.