

Code of Conduct

The purpose of the library's Code of Conduct is to protect the rights of individuals who are in the library to use library materials and services, to protect the rights of staff members to conduct library business without interference, and to preserve library materials and facilities.

It is the policy of the Sterling Heights Public Library that any behavior disruptive to library use will not be tolerated.

1. Only snack foods and covered beverages are allowed, except in staff or other designated areas.
2. The library encourages courteous use of cell phones.
3. Patrons must wear shirts and shoes at all times while in the library.
4. Patrons may not interfere with the use of the library by other patrons, or by library staff.
5. Profanity, loud conversations, and sounds which disrupt library use, are prohibited.
6. Use of audible devices without headphones or with headphones set at a volume that disturbs others is not allowed.
7. The disturbance of other library patrons and staff, or interference with other's use of the facilities through extremely poor personal hygiene is prohibited.
8. Bathing in the restrooms is prohibited.
9. Gambling on library property is prohibited.
10. Pets and animals in the library, except for service dogs and pets participating in library programs, are not allowed.
11. The defacement or damage to library materials or property is prohibited.
12. Library materials may not be taken into the library restrooms.
13. The consumption or possession of alcoholic beverages or drugs, being intoxicated to the extent that normal faculties are impaired, or to endanger the safety of another person or property is prohibited.
14. Children under the age of ten are not allowed in the library without a parent or adult guardian at least 18 years old.
15. Lying down or sleeping in the restrooms or on any floor, couch, table, or seat in the library, or to block aisles, exits, or entrances by sitting or lying down in them is prohibited.
16. Campaigning, petitioning, interviewing, survey taking, or other speech and conduct must not disrupt normal library activities, should occur outside the library building, and can not impede safe entrance and exit from the building.
17. All forms of smoking are prohibited, including, but not limited to, e-cigarettes.
18. Sales of any kind, including fundraising, are prohibited.

Each patron shall be responsible for any fines, fees, or other charges due in accordance with the library's standard schedule. Failure to pay these fines will result in the suspension of borrowing privileges.

According to Michigan Statutes, the Library Board may exclude from the use of the library any and all persons who shall willfully violate such reasonable rules and regulations as the Library Board may adopt. (MCL 397.206) Such exclusion from this library shall occur on the orders of the Director or Director designee. Additionally, the Sterling Heights Public Library staff will contact the police if deemed necessary.

Library staff members may ask violators of the Library's Policies to leave the premises for the day. This is termed a **suspension**. These persons may return no earlier than the following day.

Library staff members may also **ban** persons for repeated and/or serious offenses. A **banned** patron may not return to the library without the Director's permission. If they return to the Library without permission the police will be contacted to remove them from the building.

When a person is being banned, they will be given a copy of the Code of Conduct policy and contact information for the Director, who is responsible for reinstating library privileges. It is up to the banned person to contact the Director by phone, mail or email to set up a meeting to discuss the situation and the length of the ban, which may be one week or longer, at the discretion of the Director. At the meeting, banned persons under the age of 18 must be accompanied by a parent or legal guardian. After the meeting, the banned person must leave Library premises until the date that the ban is lifted.

The determination of the Director in a case of a banning may be appealed to the Library Board of Trustees in writing. Written appeals must be filed within 10 days of the Director's determination. Such appeals will be filed with both the Director and the Library Board President. The Board will hold a hearing at the next scheduled Library Board meeting after the appeal has been filed. The appellant will be notified at least 10 days before the hearing. Failure to appear on the assigned day of the hearing without prior notification to the Library Board President will result in denial of the appeal.

The President of the Board shall conduct the hearing. At the hearing, the appellant may present evidence to support his/her case.

Within 30 days of the completion of the hearing, the Board shall issue a written decision stating their determination. The Board has the power to affirm or modify the Director's decision. The decision of the Board shall be final.

Library Board of Trustees 09/2010
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