

CODE OF BEHAVIOR

The Flint Memorial Library is a tax-supported institution that offers everyone, regardless of age, residence, race, education, or religion, free access to information. Flint Memorial Library staff commits to provide a high level of library service. This service includes: courteous service, fair and impartial treatment for everyone, reasonable accommodation for persons with disabilities, competent reference assistance, confidentiality regarding requests for information and/or topics of research and confidentiality of circulation records.

In order to ensure access to information, the library will make every effort to maintain a safe and healthy environment in which library users and staff can be free from harassment, intimidation, and threats to their safety and well-being. All Library users are expected to show respect for the rights of others as well as for library materials and equipment. Library users are expected to:

- Use only the authorized entrances and exits to the library;
- Assume responsibility for all materials checked out on their library cards. forgery, alteration or misuse of library documents, records or identification cards is not permitted;
- Be responsible for their own personal belongings;
- Be responsible for wearing appropriate clothing and shoes;
- As a general rule, no person shall act in a manner that interferes with, distracts from, or disturbs the academic learning environment of others. Examples include:
 - Disruptive behavior such as rowdiness, loud talking, running, or other behavior that disturbs those who are studying or doing research is not permitted;
 - May not use offensive, threatening, harassing behaviors and/or verbally abuse other users or library staff;
 - Cell phones and pagers are permitted on the first and fourth floors and ground level of the building. Users are asked to turn them to silent while in other areas of the library;
 - Using any electronic or non-electronic device producing annoying sounds or disruptive noise to others;
 - Use of athletic equipment in the library (including rollerblades, skateboards, etc.);
 - No tobacco products, open flames or dangerous chemicals of any kind, firearms or weapons are allowed in the library;
 - Inappropriate use or moving of furnishings and equipment, including but not limited to standing on furniture, excessive use of elevator, and handling of electronic equipment (including by children);
 - Consumption of food or drink except in designated areas;
 - Animals, except guide animals (e.g. seeing-eye dogs, hearing dogs)
 - Children under the age of 8 without the supervision of an adult;
 - Damaging, stealing or misusing library materials, equipment or facilities;

- Interfering with another person's use of the library or with the library personnel's performance of their duties.

An individual's access to the library may be limited or suspended after participation in prohibited activities, as outlined above, and/or participating in the above behaviors.

Staff members have the authority to enforce the above Code of Behavior by politely asking the offending party to end the disruptive or inappropriate conduct. If there is no compliance, the person may be asked to leave the building. In more extreme cases, the police may be called.

For the safety of all, these premises are protected by closed circuit videotape recording.

STAFF RESPONSIBILITIES:

The staff assigned to a particular service area (Children's Room, Reference Room, etc.) have the responsibility to speak to disruptive people and attempt to have them cease engaging in such behavior.

In order to ensure that staff members possess a clear understanding of their responsibilities in this regard, the following protocol is to be observed:

- Persons engaging in disruptive behavior are to be asked to refrain from continuing their behavior by the staff person assigned to the area where the behavior is occurring.
- If an individual(s) continues to act disruptively, he/she is to be warned that continuing the behavior will result in their being asked to leave the library. Notice that such a warning has been given is to be communicated to the Library Director, or in her absence, to the person in charge of the library.
- If the unacceptable behavior continues, the person(s) is to be asked to leave the library by the Director or staff person in charge.
- If the situation has not been resolved by staff intervention, the individual should be warned that the police will be called to escort the unruly individual(s) from the library premises. However, in cases where the disruptive individual is a juvenile, staff will try to contact a parent before the police are called.
- There may be occasions when the disruptive behavior is so egregious that the foregoing steps cannot be followed. In those instances, the Director or person in charge is to ask the individual(s) to leave and refusal is to result in an immediate call to the police in order to effect the individual's removal.
- Under no circumstances should library personnel touch or physically threaten an individual during this process. Staff should remain courteous and tactful, but firmly state the reasons why the behavior is unacceptable and why it will result in eviction.
- The staff member will document the incident in writing for the Library Director to hold in a file. This documentation should include date, time and description of the incident that occurred.

APPEALS:

An individual who has had access to the library limited or suspended may appeal that decision to the Board of Library Trustees. If requested by the alleged offender, the Trustees will hold a hearing on any such appeal, providing the alleged offender seven (7) days notice of the date and time of the hearing. The Board of Library Trustees shall have the authority to establish reasonable procedural rules for the conduct of any such appeal hearing. At the hearing, the Trustees may hear testimony from the alleged offender, as well as, but not limited to the Library Director and/or the staff person(s) directly involved. In addition, the alleged offender or the Library Director (or his or her designee) may present additional evidence and/or witness testimony.

The Board of Library Trustees shall issue a written decision on the Appeal within 14 days, unless additional time is requested and agreed to by the alleged offender, in writing.

Approved by the Board of Trustees 9/28/93, 10/27/93, 1/7/98, 12/1/05, 3/15/06