

Community District Library

Public Space Policy

The rights of an individual to use the Community District Library should not be abridged or denied. To guarantee these rights to all persons, no library patron shall engage in behaviors prohibited by the following rules of the Library. Patrons must abide by the Patron Code of Conduct below.

No person shall:

1. Make solicitations for any reason.
2. Eat or drink in the Library except in staff areas and as authorized at public meetings.
3. Smoking is prohibited in the Library.
4. Patrons cannot use, sell, distribute or be under the influence of alcohol or illegal drugs.
5. Patrons shall respect the rights of other patrons. Patrons may not harass, threaten, or disturb Library staff or patrons while in the Library so that it interferes with any patron's use of the Library or the ability of the staff person to do his/her job.
6. Damage or deface public property.
7. Improperly remove library materials or equipment.
8. Loiter in library.
9. Patrons are expected to speak in a tone of voice appropriate for the area in which they are speaking. Producing or allowing any loud, unreasonable, or disturbing noises that interferes with a patron's use of the Library or which can be reasonably expected to disturb other persons, including those from electronic, entertainment, and communication devices is prohibited.
10. Utter profane, obscene or injurious language.
11. Remain in the building after hours.
12. Enter or remain in the building without wearing shoes or shirt.
13. Interfere with other library patrons use of facilities through strong, pervasive odors, including odors caused by perfume or cologne.
14. Sleep in the library for an extended period of time (more than 10 minutes).
15. Violate any municipal ordinance in the library or on library grounds.

16. No cell phone conversations in the library except in designated areas.
17. Use another person's library card number.
18. Patrons may not interfere with the staff's performance of duties in the Library or on Library property. This includes engaging in conversation of behavior that monopolizes or forces the attention of staff for an inappropriate period of time, inappropriate personal comments, sexual advances, or physical and/or verbal harassment.

Violation of Patron Code of Conduct

It is the charge of the Community District Library staff to see that the rights of the individuals to use the library are upheld. The library staff is obligated to enforce these rules so that the facilities can be used to the utmost by all persons.

The staff will follow this procedure regarding patron misconduct at the library:

1. First Offense: verbal warning by staff
 - a. Copy of patron code of conduct with checked offences
 - b. Date with signature of offender
 - c. Give copy to offender and place original on file
 - d. If offender refuses to sign, staff will sign and note "refusal of signature" and place on file
2. Second Offense: written warning with loss of library privileges for one month.
 - a. Use Violation of Patron Code of Conduct 2nd Offense form
 - b. Give copy to offender and place original on file
 - c. If offender refuses to sign, staff will sign and note "refusal of signature" and place on file
3. Third Offense: Loss of library privileges for 6 months.
 - a. Use Violation of Patron Code of Conduct 3rd Offense form
 - b. Give copy to offender and place original on file
 - d. If offender refuses to sign, staff will sign and note "refusal of signature" and place on file

The staff may expel the offender(s) without warning, at the discretion of the staff, in situations of serious, threatening or willfully malicious behavior. Police assistance may be necessary in cases for refusal of patrons to vacate the library premises in a reasonable amount of time. Persons who violate the above rules and or ordinances are subject to loss of library privileges if subsequent offenses occur.

Report of Incidents/Accidents

ACCIDENT REPORT

Whenever a patron or staff member is injured in an accident in Library buildings or on Library grounds, the supervisor present should fill out a Library Incident/Accident Report form and return it to the Library Director as soon as possible.

INCIDENT REPORT:

Any time an incident occurs in the Library or on Library grounds, of which a staff member feels the Library Director should be aware, a Library Incident/Accident Report form should be submitted. An “incident” may range from a patron complaint to deviant or criminal behavior.

If deviant sexual or criminal behavior is reported by staff or a patron (or if staff witnesses this behavior), the police should be called immediately. Names and phone numbers of witnesses should be recorded.

If a patron is upset, staff should remain calm and supportive. Do not interrogate the person, but escort her/him to a private office until the police arrive. A Library Incident/Accident Report form should be filled out immediately and sent to the Library Director.

Community District Library

Violation of the Patron Code of Conduct

2nd Offense

Date: _____

Dear _____,

This letter represents a 2nd offense notice of violation of Community District Library Patron Code of Conduct Policy. Due to violation of library policy, a second offense represents a loss of library privileges for one (1) month. If you have any question regarding this policy, please contact the Library Director, at 989-743-3287.

Branch Manager

Community District Library

Patron: _____

Community District Library

Violation of the Patron Code of Conduct

3rd Offense

Date: _____

Dear _____,

This letter represents a 3rd and final notice of violation of Community District Library Patron Code of Conduct Policy. Due to violation of library policy, a third offense represents a loss of library privileges for six (6) months. To re-instate privileges after six (6) months, approval must be given by branch manager and director. If you have questions regarding this policy, please contact the Library Director, at 989-743-3287.

Branch Manager

Community District Library

Patron: _____

Community District Library
Library Incident/Accident Report

Date: _____ Time: _____

Person Reporting Incident: _____

Staff Present: _____

Reported Incident Type:

Theft Illness/Injury Assault Vandalism

Maintenance Open door Alarm Problem Mutilation

Problem Patron

Other _____

Brief Description of Incident:

Follow-up Actions:

Unattended Children

The purpose of this policy is to provide for the safety and wellbeing of children on Community District Library premises.

Children are the responsibility of parents or caregivers. Children must comply with the Library's Patron Code of Conduct at all times.

Parents or caregivers of children under the age of 8 years must be responsible for and in the presence of their child at all times except when the child is attending library programs as designated. Children under 4 years of age must be accompanied to the restroom by a parent or adult caregiver.

Parents may NOT leave children under the age of eight (8) unattended in the library. "Unattended" means that the parent (or responsible adult) is not in the building with the child.

If it is determined that a child is lost or left unattended, the librarian on duty shall try to identify and locate the parents (or responsible adult). The librarian shall walk around the library with the child looking for the parents, if the parent is not found in the building; the librarian shall stay with the child and try to locate the parent via telephone. Under no circumstances should a library staff member take a child out of the library building. When the parent is located, the librarian shall explain the library policy on unattended children. The responsible adult will immediately need to pick up the child.

If the parent or (responsible adult) has not been located within a half hour of the initial determination that the child is unattended, or if the library is closing, the librarian shall call the police.

Patron Complaints

While the Community District Library endeavors to provide the highest levels of satisfaction and library services to its patrons, we recognize that occasionally, patrons may wish to raise a complaint pertaining to an issue which interferes with their use and enjoyment of the Library.

A Library patron initially may choose to raise his or her complaint on an informal, verbal basis with the Library's staff. In the event that the patron elects not to do so, or that the complaint proves not susceptible to informal resolution, the patron should request and complete a Patron Complaint form. The Library Director will review promptly all completed Patron Complaint forms, and where appropriate, attempt to resolve the complaint directly.

If the patron is not satisfied with the response provided, and/or if the Director identifies the situation as one in which Board input is warranted, either or both parties may bring the written complaint to the attention of the Board of Trustees. Patrons desiring to do so may also request an opportunity to address the Board at one of its monthly meetings. The Board will review all complaints presented to it, provide a verbal and/or a written response to the complainant, and take any further remedial action warranted by the particular circumstances.

Community District Library

Patron Complaint Form

Please complete all fields below. We will attempt to resolve your complaint quickly and fairly.

Name: _____

Address: _____

E-mail: _____

Phone #: _____

Are you a Community District Library cardholder? Yes _____ No _____

If the answer to part (a) is "no," please state the name of any public library for which you are a cardholder.

Please briefly explain the nature of your complaint in the space below. Include in your description: the date and time of day when the incident occurred, the location in which the incident occurred, the full names of any Library staff or patrons involved and the nature of their involvement, any previous efforts made by you and/or Library staff to resolve the complaint.

Signature: _____

Date: _____

Community District Library

Community District Library Meeting Room Policy

The Community District Library maintains meeting room facilities in the Corunna Branch and study room at the Perry Branch. Meeting rooms are intended to further the Library's vision by creating an environment for people to learn, to explore, to enjoy, to create, to connect.

The primary purpose of meeting rooms is for library activities, including programs presented by library staff, the Friends of the Library or other organizations affiliated with the library. When a meeting room is not being used for a library activity, the space will be available to the public for governmental, non-profit, civic, cultural or educational programs or meetings. Access will be provided on equal terms, regardless of the beliefs or affiliations of individuals or groups requesting use. The library does not advocate or endorse the viewpoints of any group or individual.

- Persons or groups must submit a completed Meeting Room Reservation form at the library at least three days before the event. The reservation is not completed until the form has been submitted and approved, by the Branch Manager, with a confirmation email being sent.
- No admission fees will be charged. No products or services may be advertised, solicited or sold in library meeting rooms or on library property. Educational courses conducted by non-profit agencies may charge fees for learning materials or course credits, but the program must be open for observation to members of the public who don't pay fees.
- Groups reserving the meeting room are responsible for the set-up and take down of all tables and chairs used.
- All meetings must be completed fifteen (15) minutes before the library closes unless prior approval is given by Library staff.
- Permission to use the rooms includes ordinary use of the furniture and fixtures, including chairs, tables, and electrical lines.
- Maximum occupancy at the Corunna branch meeting room(s) will be limited to: 70 people (chairs only); 30 people (tables and chairs only).
- If a group reserving the room cancels a scheduled meeting, the applicant must cancel the meeting as soon as possible.
- The library retains the right to deny the space to any user whose planned use of the space does not comply with these terms. The library reserves the

right to cancel a reservation with no less than 48 hours notice, if the space is required for use by the library or a library related organization.

- Meeting room programs must not interfere with library operations.

Community District Library
Meeting Room Reservation Form

Group Name: _____
Contact Person: _____ Phone: _____
Address: _____
Email address: _____

Purpose of Meeting:

Date(s) of Meeting:

Start Time (During Library hours and include setup time): _____
End Time (No later than 15 minutes before Library closing time): _____

I have read and agreed with the Community District Library Meeting Room Policy. I also understand that I am responsible for setting up and putting away any furniture and equipment we use, and leaving the room in its original condition before the library closes. Failure to comply with these stipulations may result in denial of future requests to schedule the meeting rooms.

Your signature indicates your acceptance of all regulations herein attached.

Applicant Signature _____

Date _____

You will be contacted once your request has been confirmed or denied.

Approved _____

Not Approved _____

Community District Library

Community District Library Programming Policy

The purpose of library programming is to support the library's mission of connecting people to provide access to ideas, information, experiences and materials that support and enrich people's lives. Programming is offered as a library resource that provides information, education, and recreation to library users. Programming will promote the services, collections, and other resources of the Community District Library.

This policy is to provide library staff, Friends of the Library, and other groups and agencies working with the library with the necessary guidelines to assist them in the development of library programs. It is also intended to inform the public about the principles and criteria by which programs are selected.

Programs complement other library services by providing an opportunity to highlight collections, promote services and share knowledge and expertise. Programs stimulate outreach and promotion of the library by allowing the library to forge partnerships with a wide variety of groups and individuals and to attract both regular and new users of all ages and backgrounds.

Programs raise the library's profile in the community and have a positive impact on library use.

Responsibility and Criteria for Scheduling Programs

Selection of topics for programming is made by library staff on the basis of interest and needs of library users and the community. Library staff is involved with planning and promotion of library programs. Staff members implement these programs as the Director instructs within applicable library policies. The general public may recommend topics or speakers for consideration.

Guidelines for the Selection and Presentation of Programs

All programs are intended to further the mission of the Library. They should address one or more of the following educational, recreational and/or civic needs:

- To increase awareness and the use of library resources
- To provide programs for various age groups, cultures, and interests
- To meet popular demand, both existing and anticipated
- To promote reading and lifelong learning
- To increase library use by under-served populations
- To educate and inform on a variety of topics usually with a focus on one or several of the following areas:
 - a. Literature and cultural heritage
 - b. Social awareness
 - c. Health and well-being
 - d. Information technology
 - e. Literacy
 - f. Current events and high interest topics

1. The Library seeks to present a broad variety of programs to meet the needs of a diverse community. If a program is controversial in nature, the Library will seek to present as many sides of the issue as possible. Beliefs and opinions expressed in the programs do not necessarily represent the viewpoint of the Library.

2. All programs are open to the public, most are targeted toward a particular audience (adult, teen, children, general, for example). Patrons may on occasion be prevented from attending a program or Library event if attendance exceeds the rated capacity of the particular meeting room space. Every attempt will be made to accommodate all who wish to attend a program. When safety or the success of a program requires it, attendance may have to be limited. When limits must be established, attendance will be determined on a first come, first served basis. Advance registration before the event may be used if attendance is anticipated to exceed program limits.

3. No admission fees will be charged at library programs. There may be a charge for materials at some programs. However, purchase of these materials is optional and not necessary to attend the program.
4. Charges for programs or events are permissible for the purpose of fund-raising to benefit the library by Library Friends Groups.
5. The sale of books/CDs/artwork by artists as part of a Library program is acceptable when sales are in promotion of literature, literacy, or culture and are consistent with the library's mission.
6. A library card is not required to attend a program but patrons attending programs are encouraged to apply for a library card in order to take full advantage of all the library resources.
7. The Library may partner with another agency or community organization when programs are central to the library's mission. The Library's role in such cases may include, but may not be limited to, furnishing space, aiding with promotion, and offering related book lists or on-site displays.

Community District Library

Posting Policy

1. The Community District Library provides limited, designated space for community flyers and notices in several branch locations.
2. All bulletin board materials must be submitted to Library staff before posting for review and approval. Materials that have not been submitted to library staff will be promptly removed.
3. Space is given on a first-come, first-served basis. Because community bulletin board space is limited, items will be posted for a maximum of two weeks. Postings for an undated event or series of events will be posted only if space is available after all dated items are posted.
4. Materials larger than 8 ½ x 11” will be posted only if space is available, and they may be removed early if space is needed.
5. The Library assumes no responsibility for the preservation or protection of materials posted or submitted for posting.
6. Commercial advertisements/promotions, events or materials for businesses, for-profit organizations, or individuals will not be permitted. An exception to this policy is an event that a business is sponsoring for a non-profit organization or is co-sponsoring with a non-profit organization.