

Patron Behavior Policy
Commerce Township Community Library
Approved 9/13/2005

The Commerce Township Community Library seeks to provide an enriching environment for its patrons which meets or exceeds their expectations. The improper behavior of some patrons may affect the ability of other patrons to have a pleasant and successful visit.

The use of cell phones and pagers is limited to the Library lobby. It is expected that patrons with these devices place them in silent mode before entering the main portion of the library, and that cell phone conversations will take place in the lobby or outside.

Patrons may not have food or drinks in the library.

Other than a service animal, patrons may not bring animals into the Library.

Except as permitted by law, patrons may not bring a weapon into the Library

Patrons may not engage in any activity that disrupts patrons or staff, causes destruction of property or poses a safety hazard or health risk.

Patrons participating in unacceptable behavior will first be given a verbal warning. If the behavior persists, the patron will be asked to leave the Library. If a patron's behavior shows a pattern of policy violation, a longer ban from the Library may be enforced at the discretion of the Library Director.

If a patron engages in suspected illegal activity on library property, the police will be notified.

If a patron feels wrongly accused under this policy, he or she should indicate this in writing addressed to the Library Director. The Director will respond in kind with a decision and an explanation of action taken or not taken regarding this matter. If the patron is not satisfied, he or she may appeal to the Library Advisory Board who will also respond to the patron with its decision. This may be appealed to the Commerce Township Board whose decision on a matter is final.

If a patron wishes to request a change to the Patron Behavior policy, he or she should put this request in writing addressed to the Library Director. The Director will respond in kind with a decision and an explanation of action taken or not taken regarding the request. If the patron is not satisfied, he or she may appeal to the Library Advisory Board who will also respond to the patron with its decision. This may be appealed to the Commerce Township Board whose decision on a matter is final.

This policy, as well as any Library policy will be made available on the Library's website, or in print format upon request.

