The Charlevoix Public Library Board of Trustees and staff expect all patrons to behave in a manner that does not disrupt library use.

- Patrons must show respect for:
  - Staff
  - Other Patrons
  - Library Property
  - Library Policies
- Patrons are responsible for a safe environment and must accept responsibility for their actions.
- See details on page 3.

Non-compliance

First offense: Code of Conduct is given and must be signed to continue to use the facility. If given to a minor, parent or guardian must come in to the library to sign.

Second offense: Patron is banned from the library and library property for one month. If patron is a minor, a letter will be sent to the parent or guardian.

Third offense: Patron is banned from the library and library property. If patron is a minor, a letter will be sent to the parent or guardian. In order to return to the library and library property, the patron must appeal to the Library Board of Trustees. Patron would need to contact the director for procedures.

Fourth offense: Patron banned from the library and library property.

Violent offense: There is zero tolerance for threats, acts of violence, vandalism and theft. This includes all illegal activities. If such act(s) is viewed, 911 will be called and the patron banned from the library. Patron then must follow rules for the third offense to be reinstated.

Trespassing offense: Trespassing is defined as failure to leave the library or library property as instructed, or entering the library or library property while banned. Trespassing will be handled by calling the police for assistance.

If a child is asked to leave for a violation of this policy, but has no transportation at the time, a parent or caregiver will be notified and the child will be supervised until parent or guardian has arrived.

These rules have been formulated with the cooperation of the Charlevoix Police Department and the Charlevoix Public Library Attorney. We thank everyone for compliance.
**Charlevoix Public Library**  
**Code of Conduct**

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**Brief Description of Non-compliance:**
*(completed by staff member who saw/heard offense; signed by offender; copied for library files)*

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<table>
<thead>
<tr>
<th>Offender's Name</th>
<th>Date</th>
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<tbody>
<tr>
<td>Offender's Signature</td>
<td>Staff Member's Initials</td>
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</tbody>
</table>

**For under 18 years of age:**

<table>
<thead>
<tr>
<th>Parent Name</th>
<th>Parent Contact Phone</th>
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<tbody>
<tr>
<td>Mailing Address</td>
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<table>
<thead>
<tr>
<th>Parent Signature</th>
<th>Staff Member's Initials</th>
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</table>

Date Code of Conduct Returned
Staff Guidelines for Acceptable Behavior on Library Property

Appropriate Actions of Patrons:
- Beverages must be securely covered (no frozen beverages)
- Speak in soft voices and keep volume low on headphones
- Turn cell phone ringers off
- Wear a shirt, shoes, and other proper attire
- Understand that the library staff is not responsible for lost, damaged, or stolen items
- Certified service animals or an animal in a library event are welcome. Library staff may ask pet owners for verification of the duties of the service animal. Other pets should be left outside. A pet parking zone is available at the Mason Street entrance.

Disruptive behavior includes, but is not limited to the following:
- There is zero tolerance for threats, acts of violence, vandalism and theft.
- There is zero tolerance for illegal activities. Anyone whose actions violate state and local law will be prosecuted
- Responsibility for children using the library rests with the parent or assigned caregiver. See Unattended children policy for details.
- Conversations and other sounds should be no louder than the general noise level in the area.
- Consuming food or beverages in non-designated area
- Using tobacco, e-cigarettes, & tobacco-like products
- Consuming alcohol
- Making loud noises
- Rough housing, including, but not limited to: pushing, running, throwing snowballs, fighting, etc.
- Using profanity or other abusive language
- Having offensive odor that causes a nuisance or interferes with patrons use & enjoyment of library
- Riding bicycles, skateboards, scooters, blades, or other devices
- Using computers or other electronic equipment in a disruptive manner
- Soliciting inside and near the building. Solicitation activities shall not interfere with the safe and efficient movement of traffic and shall not cause danger or nuisance to the participants or the public. See Solicitation and Display Policy for details.
- Sleeping
- Abuse of library equipment, furniture, or other materials
- One person per chair or per sofa cushion. Engaging another patron with laps, lips, or limbs for a prolonged time-period will not be tolerated.

The library reserves the right to:
- Limit group size based on available space and noise level of the group
- Supervise people in any area of the library
- Inspect any bags or backpacks
- Call 911 if there is physically intimidating behavior & threats of violence, or other issues where assistance is needed.