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FPL POLICY 4.0

PATRON BEHAVIOR POLICY

ADOPTED 04.04.2023

The Flint Public Library (the “Library” or “FPL”) is open for specific and designated civic, educational and cultural uses, including reading, studying, writing, participating in scheduled Library programs, and using Library materials. In order to provide resources and services to all people who visit the Library in an atmosphere of courtesy, respect, and excellent service, the Library Board has adopted this Patron Behavior Policy. The purpose of the Patron Behavior Policy (“Policy”) is to assist the Library in fulfilling its mission as a community resource by providing a safe environment and regulating patron behavior.

The following rules of conduct shall apply to all buildings, branches and mobile libraries – interior and exterior – and all grounds controlled and operated by the Library (“Library property”) and to all persons entering in or on the premises, unless otherwise specified.

The Executive Director is authorized to issue Guidelines setting forth procedures for administering and interpreting this policy.

FPL POLICY 4.1

RULES FOR A SAFE ENVIRONMENT

Policy 4.1 sets forth rules for a safe environment.

FPL POLICY 4.1.1

VIOLATIONS OF LAW

ADOPTED 04.04.2023

Committing or attempting to commit an activity in violation of federal, state, or local law, ordinance or regulation (including but not limited to assault, indecent exposure, larceny, removing Library material from the property without authorization through the approved lending procedures, vandalism or copyright infringement) is prohibited.

FPL POLICY 4.1.2

WEAPONS

ADOPTED 04.04.2023

Carrying guns, pistols or other weapons, is prohibited, except as specifically permitted and exempt from local regulation by law.

FPL POLICY 4.1.3

ALCOHOL, DRUGS AND SMOKING

ADOPTED 04.04.2023

Possessing, selling, distributing, or consuming any alcoholic or intoxicating beverage, illegal drug or drug paraphernalia is prohibited; provided that alcohol may be permitted at certain events if specifically approved by the Library and within compliance of state and local laws.

Persons noticeably under the influence of any controlled substance, marijuana or alcoholic or intoxicating liquor are not allowed on Library property.

Smoking, using e-cigarettes, vaping, electronic nicotine delivery systems or chewing tobacco are prohibited on Library property except outside the building in designated areas where safe disposal of waste is provided. Using, smoking or possessing marijuana on Library property is also prohibited.

FPL POLICY 4.1.4

RECREATIONAL AND PERSONAL TRANSPORT EQUIPMENT

ADOPTED 04.04.2023

Use of skateboards, rollerblades, roller skates, or other wheeled form of recreational equipment is not allowed in the Library or on Library property. Library patrons must park bicycles or other recreational vehicles only in authorized areas. Wheelchairs, scooters, and other power-driven mobility devices are permitted for those individuals with disabilities in accordance with Library rules, unless the particular type of device cannot be accommodated because of legitimate safety concerns.

FPL POLICY 4.1.5

BLOCKING OF AISLES, DOORS OR ENTRANCES

ADOPTED 04.04.2023

All doors, aisles and entrances must remain obstacle-free and blocking these is prohibited. This includes a prohibition of running power cords across aisles or other areas that are used for walking.

FPL POLICY 4.1.6

ANIMALS

ADOPTED 04.04.2023

Animals are permitted only for Library programming or as an accommodation under the Americans with Disabilities Act. See Section 3.10 for details of the Americans with Disabilities Act Policy.

FPL POLICY 4.1.7

INCENDIARY DEVICES

ADOPTED 04.04.2023

The use of incendiary devices, such as candles, matches, and lighters, is prohibited inside the Library, except as provided in the Meeting Room Use Policy and Guidelines.

FPL POLICY 4.1.8

STAFF-ONLY AREAS

ADOPTED 04.04.2023

Patrons shall not be permitted in any areas designated as “staff areas,” on freight elevators, or in areas kept locked (such as storage rooms and janitor closets) unless otherwise permitted by the Executive Director or designee or accompanied by a staff member.

FPL POLICY 4.1.9

SAFETY REQUIREMENTS DURING PANDEMIC

ADOPTED 04.04.2023

It is the policy of Flint Public Library (FPL) to follow all federal, state and local orders, including Executive Orders of the Michigan Department of Health and Human Services and Orders of the Genesee County Health Department.

In support of the health and safety of all those who enter the library, the Executive Director may issue rules for all patrons and staff about wearing face masks, social distancing and other measures deemed necessary during a pandemic in its various stages. The Executive Director may change these rules frequently in response to state and local conditions.

Refusing to follow the rules issued by the Executive Director will be considered a violation of the Library’s Patron Behavior Policies. Patrons who violate these rules will be asked to leave the library. Patrons may appeal this decision by contacting the Executive Director or the Director’s designee in accordance with FPL’s Policy Right of Appeal.

FPL POLICY 4.2

RULES FOR PERSONAL BEHAVIOR

Policy 4.2 sets forth rules for personal behavior.

FPL POLICY 4.2.1

PERSONAL PROPERTY

ADOPTED 04.04.2023

Personal property brought into the Library is subject to the following:

1. The Library staff may limit the number of parcels carried onto Library property. The Library may also limit the size of items, for example, the Library prohibits large items such as suitcases, duffle bags or large plastic garbage bags. Items must be small enough to fit under a conference room chair at the Library.
2. Personal possessions must not be left unattended on Library property. Personal possessions shall not take up seating or space if needed by others. The Library is not responsible for personal belongings left unattended and Library staff is not permitted to guard or watch personal belongings.
3. The Library reserves the right to inspect briefcases, luggage, handbags, packages, overcoats and shopping bags for security of library materials.

FPL POLICY 4.2.2

FOOD AND BEVERAGES

ADOPTED 04.04.2023

Beverages in covered containers may be used in the Library building except when noted. Food is only permitted in designated areas of the building. See Meeting Room Policy and Guidelines for regulation of food in meeting rooms.

FPL POLICY 4.2.3

UNAUTHORIZED USE

ADOPTED 04.04.2023

Patrons must leave the Library promptly at closing time and may not be in the Library building when it is not open to the public. Further, any patron whose privileges to use the Library have been denied may not enter the Library or come onto Library property. Overnight parking is not permitted in the Library's parking lot. Any patron whose privileges have been limited may not use the Library in any manner that conflicts with those limits placed on the patron by the Executive Director, designee, or the Library Board.

FPL POLICY 4.2.4

INAPPROPRIATE OR INCONSIDERATE BEHAVIOR

ADOPTED 04.04.2023

Behaviors that disrupt the use of the Library by other patrons, prevent staff from performing their duties, or in any way endanger staff or other patrons are prohibited on Library property. Such behaviors include but are not limited to:

1. Sleeping on furniture or floors;
2. Running, pushing, shoving, or other unsafe physical behavior;
3. Climbing on furnishings, equipment or structures;
4. Fighting or provoking a fight;
5. Spitting;
6. Using obscene or threatening language or gestures;
7. Engaging in sexual behavior (1) that is a violation of the law, (2) which can reasonably be expected to disturb Library users or staff while such staff or patrons are in the Library or on Library property; or (3) that interferes with the Library patrons' use of the Library or the ability of Library staff to do their jobs.

FPL POLICY 4.2.5

SOLICITING SALES/SERVICES OR PANHANDLING

ADOPTED 04.04.2023

Panhandling or soliciting Library staff or patrons for money, products, or services on Library property is prohibited. Sales of products or charging fees for services may be permitting if approved in advance by the Executive Director.

FPL POLICY 4.2.6

INTERFERENCE WITH STAFF

ADOPTED 04.04.2023

Patrons may not interfere with the staff's performance of duties in the Library or on Library property. This includes engaging in conversation or 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.

FPL POLICY 4.2.7

CAMPAIGNING, PETITIONING, INTERVIEWING AND SIMILAR ACTIVITIES

ADOPTED 04.04.2023

As a limited public forum, the Library reserves the right to regulate the time, place, and manner for campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting on Library grounds as follows:

1. Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing, and soliciting are prohibited inside the Library building.

2. Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting outside the Library building but on Library property are subject to the following requirements:
 - a. Persons or groups are requested to sign in at the Lobby Desk in advance.
 - b. Use of the Library property does not indicate the Library's opposition or endorsement of the candidate or issue that is the subject of the petition, interview, campaign or discussion.
 - c. Permitted areas for campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting outside of the Library building shall be limited to the areas 25 feet from all entrances. Tables or other structures are prohibited under a separate provision of this Policy.
 - d. No person shall block ingress or egress from the Library building.
 - e. Permitted times will be limited to the operating hours of the Library.
 - f. Campaign material, literature or petitions may not be brought into the Library, posted at the Library or left on Library property.

FPL POLICY 4.2.8

DISTRIBUTIONS/POSTINGS

ADOPTED 04.04.2023

Distributing or posting printed materials/literature on Library property not in accordance with Library policy is prohibited.

FPL POLICY 4.2.9

RESTROOMS AND NEW PARENT ROOM

ADOPTED 04.04.2023

Gendered public restrooms are provided on each floor. Gendered restrooms may be used by people identifying with that gender. A gender-neutral family restroom large enough for a caregiver and wheelchair bound person is provided on both the first and second floors.

Three children's restrooms (wheelchair accessible with child-size fixtures) are in the children's room. Their use is limited to children plus an accompanying adult caregiver.

A new parent room is provided on the first floor, equipped with a sink, a changing table and a comfortable chair. This room is provided for the use of a parent or adult caregiver to feed or quiet a baby or young child, including calming a child. No other uses of this room are permitted.

Misuse of restrooms, including laundering, sleeping, shaving, hair cutting or trimming, bathing, and sexual activity is prohibited. Unless an adult caregiver is assisting a child or a patron is assisting a person with a disability, there shall only be one person to a stall and only one person in the family restroom. Library materials may not be taken into restrooms.

FPL POLICY 4.2.10

HARASSMENT

ADOPTED 04.04.2023

Staring, photographing, video recording, audio recording, following, stalking, harassing, arguing with, threatening, talking or behaving in a manner (1) which can reasonably be expected to disturb Library users or staff while such staff or patrons are in the Library building or on Library property; (2) that interferes with the Library patrons' use of the Library or the ability of the staff person to do their job; (3) would create or may result in a hostile work environment for Library staff; and/or (4) that violates Michigan law is prohibited.

FPL POLICY 4.2.11

LOUD NOISE

ADOPTED 04.04.2023

Producing or allowing loud, unreasonable, or disturbing noises that interfere with other patrons' use of the Library or which can be reasonably expected to disturb other persons or have the intent of annoying other persons, including yelling, cheering, talking (with others or in monologues) or noises from electronic, entertainment, and communication devices, such as cell phones, tablets, headphones, and radio, is prohibited.

Patrons may use headphones or earbuds but only at a volume that cannot be heard by other Library patrons and staff. Patrons may use cellular phones for short phone calls provided they speak quietly. Patrons may attend Zoom meetings in the public area provided they use headphones or earbuds and speak quietly.

Youth are welcome in the Library, and youth areas may be expected to have more noise than quiet reading areas. Adults may read aloud to children in the Youth area, provided that they are reading in a voice that would not reasonably disturb others.

FPL POLICY 4.2.12

ODOR, BODILY FLUIDS, WASTE AND PESTS

ADOPTED 04.04.2023

Offensive odor, including but not limited to body odor due to poor personal hygiene, overpowering perfume or cologne, or odors from items brought into the Library, that causes a nuisance is prohibited.

Patrons may not be in the Library with bodily fluids and/or waste nor pests such as lice or bedbugs on themselves, their clothing or their belongings. Patrons must also not allow these prohibited substances or pests to spill onto others or otherwise come in contact with furniture, surfaces, nor Library collections or equipment where patrons or staff could be exposed. Spitting in the Library is prohibited.

FPL POLICY 4.2.13

LIBRARY POLICIES

ADOPTED 04.04.2023

Patrons must adhere to all Library Policies

FPL POLICY 4.2.14

IDENTIFICATION

ADOPTED 04.04.2023

Patrons must provide identification to Library staff when requested.

FPL POLICY 4.2.15

TABLES OR STRUCTURES ON LIBRARY PROPERTY

ADOPTED 04.04.2023

No person may use or set up a table, stand, sign, tent or similar structure on Library property. This does not apply to Library-sponsored or co-sponsored events.

FPL POLICY 4.2.16

DRESS CODE

ADOPTED 04.04.2023

All patrons are expected to be fully dressed, including shoes and full shirt, at all times while on library property. Visible or damp swimming suits left uncovered will not be considered to be appropriate attire. No bras or sports bra tops allowed without a proper full shirt over the top. No one with uncovered underwear or tight and revealing exercise shorts will be permitted on Library property.

FPL POLICY 4.3

CHILDREN AND VULNERABLE ADULTS IN THE LIBRARY

ADOPTED 04.04.2023

Purpose: Children and vulnerable adults are welcome and encouraged to use Flint Public Library at all times. This policy is intended to protect the safety of children and vulnerable adults in the Library.

FPL POLICY 4.3.1

DEFINITIONS

ADOPTED 04.04.2023

1. "Child" means a minor under the age of 18.
2. "Vulnerable Adult" means an individual age 18 or over who, because of developmental disability, mental illness, physical disability or other similar reasons (1) requires supervision or personal care or (2) lacks the personal and social skills required to live independently.
3. "Responsible Caregiver" is an individual who is responsible for monitoring or caring for a child or vulnerable adult and who must be at least 13 years old.

FPL POLICY 4.3.2

RULES AND REGULATIONS REGARDING CHILDREN

ADOPTED 04.04.2023

- A. All patrons, including children, are expected to comply with the Library's policies. Parents, guardians or Responsible Caregivers shall review and be aware of all Library Policies governing children, particularly the Internet Use Policy.
- B. Parents, guardians and caregivers are responsible for the behavior, safety, and supervision of children regardless of age while in the Library or on Library property.

- C. Children aged 7 and younger must be attended by a parent, guardian or Responsible Caregiver and must be within visual contact at all times, including during programs and visits to the restroom. Children age 7 and under may not be left in the Children's Learning Center alone.
- D. Children of any age who, because of developmental disability, mental illness or physical disability require supervision or personal care shall be attended by a parent, guardian or Responsible Caregiver at all times.
- E. Library staff will not be expected to supervise or monitor children's behavior.
- F. Staff will not be responsible if unattended children of any age leave the Library premises alone or with other persons. Further, staff will not be responsible for children who may be asked to leave the Library if the child is in violation of Library policy.
- G. All unattended children must be picked up at least ten minutes before closing time. Parents, guardians and responsible caregivers must be aware of when the Library closes.
- H. Children 8 years or older must know their telephone number and other contact information if they are unattended at the Library. It is a violation of Library policy not to come immediately and pick up your unattended child if the Library calls.

FPL POLICY 4.3.3

RULES AND REGULATIONS REGARDING VULNERABLE ADULTS

ADOPTED 04.04.2023

- A. All patrons, including vulnerable adults, are expected to comply with the Library's policies, including its Patron Behavior Policy. Parents, guardians or Responsible Caregivers shall review and be fully aware of all Library policies, particularly the Internet Use Policy.
- B. Parents, guardians and Responsible Caregivers are responsible for the behavior and supervision of the vulnerable adult in their care while in the Library or on Library property.

- C. Vulnerable adults who are unable or unwilling to care for themselves or who do not have the ability to use the Library independently may not be left alone in the Library and must have adequate supervision while in the Library.
- D. Vulnerable adults who can understand and follow the Patron Behavior Policy and who can care for themselves are allowed to be in the Library unattended. They should have contact information for someone who can assist them in an emergency.
- E. All vulnerable adults be picked up at least ten minutes before closing time. Parents, guardians and Responsible Caregivers need to be aware of when the Library closes.
- F. Vulnerable adults must know their telephone number and other contact information if they are unattended at the Library. It is a violation of Library policy not to come immediately and pick up your vulnerable adult if the Library calls.

FPL POLICY 4.3.4

CONTACT WITH PARENT OR GUARDIAN FOR UNATTENDED CHILD OR VULNERABLE ADULT

ADOPTED 04.04.2023

- A. Library staff will attempt to contact a parent, legal guardian, custodian or caregiver when:
 - 1. The health or safety of an unattended child is in doubt.
 - 2. A child is frightened while alone at the Library.
 - 3. A child has been left unattended for an extended period of time, or multiple times.
 - 4. The behavior of an unattended child or vulnerable adult violates Library policy.
 - 5. The unattended child 12 years of age or younger has not been met by a parent, legal guardian, custodian or Responsible Caregiver at closing time. An individual is considered an unattended vulnerable adult when he/she is not picked up at closing time and needs assistance in

procuring transportation. A child is considered unattended at closing time if the child is 12 years of age or younger or is a child of any age needing assistance in procuring transportation.

- B. If a parent, legal guardian, or Responsible Caregiver cannot be reached within 15 minutes after closing, fails to arrive within a reasonable time after being contacted, or arrives 30 minutes or more after the Library closes, Library staff will contact law enforcement officials to take charge of the situation involving the unattended child or vulnerable adult. Library employees are not permitted to transport an unattended child or vulnerable adult under any circumstances.
- C. If the parent, legal guardian, Responsible Caregiver can be reached within 10 minutes after closing and arrives in a reasonable time, the staff member shall explain the Library's policy and provide a copy of this Policy.
- D. Two Library staff members shall remain with the unattended child or vulnerable adult until the Responsible Caregiver or law enforcement arrives.

FPL POLICY 4.3.5

ADULT USE OF CHILDREN'S LEARNING CENTER

ADOPTED 04.04.2023

The Children's Learning Center area is designed and intended for use by children, birth through eighth grade, and their parents/caregivers. All others should limit their visit to the Children's Room to the perusal of the collection and the selection of materials. Staff may be assigned to assist adults without children in finding the materials they need.

FPL POLICY 4.4

USE AND PRESERVATION OF LIBRARY MATERIALS AND PROPERTY

ADOPTED 04.04.2023

The Library is the custodian of assets purchased and maintained on behalf of the residents of Flint. It is the duty of the Library to safeguard and preserve these assets for the use of the community. This Policy section is intended to provide rules for asset protection.

FPL POLICY 4.4.1

CARE OF LIBRARY PROPERTY

ADOPTED 04.04.2023

Patrons must not deface, vandalize, damage or improperly use or improperly remove Library materials, equipment, furniture, or buildings. Patron shall not load or install any programs or software on Library computers nor damage any of the software or hardware installed by the Library. Patrons shall be responsible to reimburse the Library for costs incurred by the Library for violating this provision. Patrons shall not cause damage by returning books containing bedbugs or bringing bedbugs or other insects or pests into the Library.

FPL POLICY 4.4.2

COMPUTER AND INTERNET USE

ADOPTED 04.04.2023

Patrons must abide by established time limitations and other rules for use of Library computers, WiFi and equipment, and all other provisions of the Internet Use Policy.

FPL POLICY 4.4.3

STAFF EQUIPMENT

ADOPTED 04.04.2023

Library staff computers and equipment are for staff use only.

FPL POLICY 4.4.4

USE OF MEETING SPACES

ADOPTED 04.04.2023

Patrons must abide by established time limitations and all other provisions for use of Library meeting spaces of the Meeting Room Policy.

FPL POLICY 4.4.5

AUTHORIZED LENDING

ADOPTED 04.04.2023

Library materials and equipment may only be removed from the Library building or mobile library after the completion of authorized lending procedures. Laptop lending is for in-library use only.

FPL POLICY 4.4.6

COPYRIGHT POLICY

ADOPTED 04.04.2023

U.S. Copyright law (Title 17 U.S. Code) prohibits the unauthorized reproduction or distribution of copyrighted material, except as permitted by the principles of fair use. Additionally, individuals may not copy or distribute electronic materials including email, text, images, programs, or data without the explicit permission of the copyright holder. Any responsibility for the consequences of copyright infringement lies with the user. The Library expressly disclaims any liability or responsibility arising from use of its equipment or technology including use of information obtained through its electronic information systems.

FPL POLICY 4.5

COMPUTER AND INTERNET USE

ADOPTED 04.04.2023

One of the Library's most important roles is to provide Flint residents with access to technology and electronic resources. The Library intends to provide patrons with opportunities to learn and use equipment they may not personally own and to access information through the Library they may not be able to access through their own resources. Providing technology and access is an important extension of the Library's traditional role of purchasing books and materials with shared dollars that can be used many times by many people. This policy regulates the use of computers and the Internet.

FPL POLICY 4.5.1

GENERAL STATEMENTS REGARDING INTERNET

ADOPTED 04.04.2023

- A. Internet Access. The Flint Public Library ("Library") provides access to a broad range of information resources, including those available through the Internet. Access to the Internet enables the Library to expand its information services significantly. This Policy applies to both the Library-owned computers and wireless access available at the Library.
- B. Validity of Information. The Internet offers access to a wealth of information and Internet sites including useful ideas, information and opinions from around the world. However, not all sources on the Internet provide information that is accurate, complete or legal. Internet Users will need to evaluate for themselves the validity of the information found.
- C. Library Does Not Endorse Information on Internet. The Library provides a home site on its public computers pointing to a variety of quality Internet sites. However, because the Internet is a vast and unregulated information network, it also enables access to information, ideas and commentary beyond the confines of the Library's mission, selection criteria and collection development policies. The provision of access does not mean or imply that the Library endorses or sanctions the content or point of view of any of the information or commentary that may be found on the Internet.

- D. View Internet at Own Risk. The Internet may contain information that is controversial, sexually explicit or offensive. Users are cautioned that ideas, points of view and images can be found on the Internet that are controversial, divergent and/or inflammatory. Because of this and the fact that access points on the Internet can and do change often, rapidly and unpredictably, the Library cannot protect individuals from information and images which they might find offensive, disturbing or inaccurate. Library patrons use the Internet at their own risk. Parents or guardians of minor children are responsible for their child's use of the Internet through the Library's connection as stated more fully below.
- E. No Liability. The Library assumes no responsibility for any damages, direct or indirect, arising from its connections to the Internet. Users shall use Library computer hardware and software at their own risk. The Library is not responsible for equipment malfunction, loss of data, any damages to the User's disks, data or electronic transactions of any type. The Library is not responsible for the loss of any portable media.

FPL POLICY 4.5.2

NATURE OF THE PUBLIC LIBRARY SETTING

ADOPTED 04.04.2023

- A. Respect Others. Because Library patrons, who are of all ages, backgrounds and sensibilities, are using the computers, Library Internet Users are asked to be sensitive to other's values and beliefs when accessing potentially controversial information and images.
- B. Use with Caution of Risks. Users are cautioned that, because security in an electronic environment such as the Internet cannot be guaranteed, all transactions, files, accounts and communications are vulnerable to unauthorized access and use. Users should be cautious about using public computers or public Internet Access for sensitive, private or valuable information or transactions because safety from unauthorized access and use cannot be guaranteed. The Library is not responsible for any damages or loss that results from unauthorized access or use of User's files, accounts, communications or similar documents.

FPL POLICY 4.5.3

INTERNET FILTERING

A. ADOPTED 04.04.2023

B. Internet Filtering – General.

1. *Filtered Access.* In order to comply with the requirements of the Children’s Internet Protection Act (“CIPA”) and Michigan’s Public Act 212 of 2000 (“PA 212”), all computer terminals are filtered. Further, the Library’s wireless access is also filtered. Filtered access means the computer or wireless system has a program installed that is designed to restrict minors¹ from receiving obscene materials or sexually explicit materials that is harmful to minors as defined by PA 212 and visual depictions that are obscene, child pornography or harmful to minors as defined by CIPA. This filtering method is designed to prevent access by minors to inappropriate matter on the Internet. Children under the age of 18 shall only use the Library computers designated and posted for use by minors.
2. *Safety of Minors Regarding E-Mail.* The Library will configure its technology protection measures with available settings and information intended to protect the safety and security of minors when using chat rooms, email or other direct electronic communications. It is the responsibility of the parent or guardian to educate the minor on safety and security and monitor the use of these communications.
3. *Internet Access.* Patrons wishing to access the Library’s terminals must have a valid Library card or, if visiting the area, request a guest pass from staff. Then, the patron must read and accept the Library’s Internet Use Policy. All patrons should be able to show proof of identification if requested by a staff member.

C. Internet Filtering - Patrons 18 Years of Age or Older

- A. *Disable Filters.* Patrons 18 years of age or older may request to have the filters disabled for bona fide research or other lawful purposes. This request must be

¹ Under Michigan Law, "adults" are 18 years of age or older. CIPA defines an adult as 17 years of age or older. As required by CIPA, 17 year olds may have the filter disabled, but only as specifically described in Section C.3 below.

made to and approved by the Executive Director or designee in writing and signed by the person making the request. If approved, the Library will provide a computer and work space for the special unfiltered use.

- B. *Unblock Sites.* Individuals 18 years of age or older who believe an Internet site has been improperly blocked can request that the site be “unblocked.” A request to unblock should be in writing to the Executive Director and signed by the person making the request. A decision on the site’s status will be made by the Executive Director or designee, who will prepare a written reply to the individual submitting the form.

D. Internet Filtering - Patrons Under 18 Years of Age

1. Responsibility of Parents and Legal Guardians. As with other materials in the Library’s collection, it is the Library’s Policy that parents or legal guardians are responsible for deciding which library resources are appropriate for their children. The Library urges parents and guardians to discuss Internet use with their children and to monitor their use of this educational tool. Parents and youth patrons are encouraged to participate in the Library’s training offered on Internet use that explains both the benefits and pitfalls inherent in its use.
2. Un-filtering Terminals. Minors who are 17 years old may only have the filters (filters used to filter visual depictions of obscenity, child pornography and materials that is deemed harmful to minors as prohibited by CIPA) disabled on a computer used by that patron for (1) bona fide research or other lawful purposes and (2) only if a parent or legal guardian has accompanied them to the Library and is sitting at the computer station or terminal at all times. Patrons under the age of 17 may not ask for the terminal to be unfiltered pursuant to the requirements of CIPA.
3. Unblocking Websites. Patrons under the age of 18 may request in writing that a particular site be unblocked, but only if the site does not include obscene or sexually explicit materials deemed harmful to minors or other materials prohibited by law. The Executive Director or designee shall make that determination.

FPL POLICY 4.5.4

PROCEDURE FOR USE

ADOPTED 04.04.2023

- A. Access with Library card. In order to use the Internet stations, the User will need a barcode from the Flint Library card, PIN number, and have a current Library card. Non-residents and other guests may ask for guest access.
- B. Reservation/Time Limits. The Executive Director is authorized to set procedures and guidelines for advanced reservations and time limits for the use of Library computers and other Library equipment. Patrons shall abide by these procedures as part of this policy.
- C. Staff Assistance. Staff may assist Library Users in getting started on the Internet. However, the Library cannot guarantee that Internet-trained staff will be available to assist Users at all times the Library is open. Because of the many different applications available on the Internet, staff may not be able to provide specialized or technical knowledge about a particular application. Patrons can also make an appointment if more assistance is occasionally needed.

FPL POLICY 4.5.5

ACCEPTABLE USE

ADOPTED 04.04.2023

All Users of the Library's Internet connection and terminals are expected to use this resource in a responsible and courteous manner, and to follow all rules and procedures as established in this Policy. This acceptable use policy also applies to the use of a patron's personal technology device used in the Library or on Library premises whether or not the patron is using the Library's Wi-Fi network.

- A. Lawful Use. The Library Internet connection and terminals shall be used in a lawful manner. The Library's Internet and terminals cannot be used for any fraudulent or unlawful purpose prohibited under any applicable federal, state or local law, including, but not limited to, (1) accessing materials that can be classified as obscene or child pornography; (2) gaining unauthorized access to or use of patron information or accounts; (3) engaging in identity theft; (4) engaging in civil rights violations; or (5) monitoring or capturing information regarding

individuals and their use of the computers or Internet illegally, such as by using a key-logger.

- B. Intellectual Property. Users must respect intellectual property rights and obey the copyright laws of the United States and all other intellectual property rights. Responsibility for any consequences of copyright infringement or violations of other laws or agreements lies with the User. The Library expressly disclaims any liability or responsibility resulting from such use.
- C. Use Must Not be Harmful to Minors. Michigan law prohibits Users from allowing minors access to sexually explicit materials harmful to minors. Internet Users shall also not permit any minor to view sexually explicit materials or any other materials deemed harmful to minors.
- D. Compliance with Code of Behavior. The same rules apply to the use of the Internet as with the use of any other Library materials. The Library has adopted a Patron Behavior Policy. All Internet Users must comply with the Library's Patron Behavior Policy, which shall be posted in the Library.
- E. Privacy; Unauthorized Access. Users must respect the privacy of others by not misrepresenting oneself as another User; by not attempting to modify or gain access to files, passwords or data belonging to others; and by not hacking or seeking disallowed access to any computer system via the Internet.
- F. Time Limit. Failure to leave a computer terminal upon the expiration of the allotted time is a violation of this Policy.
- G. Reimbursement. The User shall reimburse the Library for printing at rates determined by the Executive Director.
- H. Personal Software Prohibited. Users shall refrain from use of personal software, the attachment of equipment to the Library's computers or networks or the modification of any operating system or network configuration. Users shall also refrain from downloading/uploading files to/from the Library's computers.
- I. System Modifications; Hardware modifications. Users are not permitted to change the security setup, operating systems, the network configuration or any other configuration of any Library computer terminal without authorization. Users are also not permitted to add any hardware or devices to the computer terminal.

- J. Damage. The User shall be responsible for repayment of any costs to the Library for damage to the computer terminals or system.
- K. Terminal Use. No more than two (2) Users may sit at a terminal. Upon request, a Library staff member may approve or allow additional Users at a terminal.
- L. Personal Information; Unauthorized Release. No patron, including minors, may engage in the unauthorized disclosure, use and dissemination of personal information of any person, including minors.
- M. Saving Files and Documents. Patrons who wish to have a permanent record of their work need to save files and documents on their own portable media. Library computers do not allow Users to permanently save documents or personal files to the hard drive. USB flash drives may be available for purchase at a Library vending machine.

FPL POLICY 4.6

PHOTOGRAPHY

ADOPTED 04.04.2023

Open Meetings Act Exception: This Policy does not apply to recording or taking pictures of any meeting that is open to the public pursuant to the Michigan Open Meetings Act.

FPL POLICY 4.6.1

CASUAL PHOTOGRAPHY

ADOPTED 04.04.2023

The Library will not regulate visitors and patrons who engage in casual filming and photography while present in public areas of the Library building and grounds, subject to the provisions of this policy.

For purposes of the photography policy, “public areas” are defined as areas available to the public where individuals do not have a reasonable expectation of privacy from being viewed by other patrons. These areas can include, but may not be limited to, lobbies, vestibules, or meeting rooms. Areas in the library where there is a reasonable expectation of privacy for individuals include: restrooms, private offices, staff areas not in view of the public, or other areas and/or event areas where photography is prohibited by signage. For all other areas, other than “public areas,” the person must obtain permission from the Executive Director or designee to photograph or video.

Only handheld cameras may be used. Because of safety, liability and other concerns, the use of additional equipment, such as tripods or lighting, is not permitted.

FPL POLICY 4.6.2

COMMERCIAL PHOTOGRAPHY

ADOPTED 04.04.2023

The Library permits commercial photography on or in its buildings and grounds if a written request is submitted and approved by the Executive Director or designee. Commercial use includes taking portraits, filming, movie-making, and similar activities for profit.

FPL POLICY 4.6.3

LIABILITY

ADOPTED 04.04.2023

Persons involved in taking photographs or videos of any kind are solely liable for any damages, lawsuits, or other claims that result from their activities on Library property. They also have sole responsibility for obtaining all necessary releases and permissions required by law from persons who can be identified in any photograph or video or for copyrighted materials. The Library has no responsibility to obtain these releases or permissions. Persons involved in taking photographs and videos are also solely responsible for any copyright, intellectual property, criminal, or other violations of law.

FPL POLICY 4.6.4

NO ENDORSEMENT

ADOPTED 04.04.2023

The Library does not endorse any content of photographs or videos taken in the Library building or on Library property.

FPL POLICY 4.6.5

VIOLATIONS AND APPEAL

ADOPTED 04.04.2023

Library staff members shall enforce any violations of Library policy, including the Patron Behavior Policy. Library staff members will intervene if filming or photography appears to potentially compromise public safety or security. This Policy does not give photographers the right to violate Library policy, including the harassment provisions contained more fully elsewhere in the Patron Behavior Policy.

If a person has violated Library policy, the appeal provisions in the policy that was violated shall govern any appeals. Any person denied the right to take pictures, videos or capture images in the Library not as a result of policy violations, may appeal that decision within ten (10) days of receiving such denial to the Library Board.

This provision does not apply to any meeting that is open to the public pursuant to the Michigan Open Meetings Act.

FPL POLICY 4.7

RESERVED

This policy number is reserved for future use.

FPL POLICY 4.8

SOCIAL NETWORKING POLICY

FPL POLICY 4.8.1

PURPOSE

ADOPTED 04.04.2023

The purpose of the Social Media Policy is to ensure effective promotion and discussion of the Flint Public Library (“Library”) services, resources, and events, and to ensure a reputation for outstanding community engagement and customer service on social media. The purpose of the social media accounts is to discuss library programs, events and materials.

FPL POLICY 4.8.2

DEFINITION OF SOCIAL MEDIA

ADOPTED 04.04.2023

Social media is defined as electronic communication through which users create online communities to share information, ideas, personal messages, and other content. Social media would include any webpage or app through which the Library has an account and interacts with other users.

FPL POLICY 4.8.3

AUTHORITY OVER SOCIAL MEDIA ACCOUNTS

ADOPTED 04.04.2023

The Library Board delegates authority to the Executive Director to determine whether a particular social media account is used by the Library. This Policy only applies to official Library social media accounts. The social media accounts of individual employees or Board members are not subject to this Policy.

FPL POLICY 4.8.4

USAGE RULES

ADOPTED 04.04.2023

The Library operates and maintains social media sites as a public service to provide information regarding Library services, programs, materials, events, and activities. Although the Library welcomes the comments, posts, and messages of other social media users that relate to the Library and recognizes and respects differences in opinion, the social media sites are limited public forums and are subject to review by Library staff members. The Library reserves the right to (but is not required to) remove any comment, post, or message that it deems in violation of this Policy. The Rules are as follows:

- A. Privacy: Users should have no expectation of privacy when commenting on Library posts or tagging the Library. Comments and posts may be read by anyone once posted, regardless of one's friends, followers, or subscribers list. The Library advises users against posting their personal information or contact information on social media sites. Comments and posts may also be subject to disclosure under the Freedom of Information Act.
- B. Library's Rights: The Library reserves the right to reproduce comments and posts tagging the Library in other public venues (ex: testimonials). Reproductions of this nature may be edited for space or content, but the original intent of the comment or post will be maintained.
- C. No Endorsement: The Library is not responsible for the content of posts made by third parties, including patrons, reviewers, advertisers, and others who may post comments. Public posts by third parties do not reflect the positions of the Library, its employees, or any individual Board member.
- D. Unauthorized Content: To ensure a healthy, safe space to discuss Library services, resources, and events, content containing any of the following may be removed immediately from any Library social media forum:
 - Obscene, illegal, sexually harassing, threatening or abusive speech or nudity in profile pictures.

- Any post that affects the safety and security of the Library, its property, patrons and staff or creates a hostile work environment.
- Private or personal information, including phone numbers and addresses, or requests for personal information.
- Any statement by a user under a false name or any falsification of identity.
- Comments, links, or information unrelated to the purpose of the limited public forum.
- Spam or other commercial messages.
- Any postings that would violate the Michigan Campaign Finance Act, the Library Privacy Act or other Michigan or federal laws.
- Solicitation of funds.
- Any comment, post or other content that violates any person's intellectual property rights, including but not limited to violations of the Copyright Act.
- Any information deemed harmful to minors in violation of the Michigan Library Privacy Act.
- Any post that violates any Library policy.
- Any images, links, or other content that falls into the above categories.
- Any post that requires immediate action because the Library does not monitor its social media 24 hours a day.
- Any document, information, or image that would be considered a Library record that is posted without permission of the patron or person identified in that record. For example, no picture of a Library program shall be posted without permission of every person in that picture.

- E. Third Party Usage Rules: In addition, users are expected to abide by the terms and conditions set by third party social media platforms as well as follow appropriate federal and state law.

FPL POLICY 4.8.5

VIOLATIONS AND APPEALS

ADOPTED 04.04.2023

The Library reserves the right to ban or block users who have posted in violation of this Policy or to delete posts or comments. To the extent the Library has sufficient contact information, the Library will message users who have been blocked or whose content is deleted to explain the issue and notify the person of the action. Any person who has been blocked or whose post or comment has been deleted has the right to appeal that decision to the Library Board. The appeal should be sent to the Executive Director within 10 business days of the (1) decision to block or ban or (2) deletion of the post or comment, whichever is applicable. The Library Board shall decide the appeal.

FPL POLICY 4.8.6

GENERAL COMPLAINTS

ADOPTED 04.04.2023

The Library asks that individual user complaints be sent directly to a manager or the Executive Director so that they can be addressed efficiently. Social media is not the mechanism used by the Library to document or address Library user problems and concerns, or influence Library policy, procedures, or programs.

FPL POLICY 4.9

DISCIPLINARY PROCESS FOR LIBRARY PROPERTY

ADOPTED 04.04.2023

The Executive Director or the Director's designee may restrict access to Library property with immediate dismissal of the patron from the premises, by suspending the patron's access to Library property for a set period of time, or by denying access to specific services and/or programs pursuant to this Policy. When necessary, the local police may be called to intervene.

A. Incident Reports.

Library staff shall record in writing in the form of an Incident Report any violation of this Policy that resulted in a verbal warning or a suspension of Library privileges. By the end of the day on which the incident occurred, an Incident Report shall be written and forwarded to the Executive Director for logging and review. The report should include physical descriptions in addition to the name of the patron. A copy of the suspension of privileges letter should be attached, if applicable.

B. Violation of the Policy – Suspension of Privileges.

Unless otherwise provided in this Policy, (see Section C below), the Library shall handle violations as follows:

1. *Initial Violation:*

Library patrons observed violating this Policy will be asked to cease the violation with a verbal request. If the patron does not comply with the request, he or she will be asked to leave the building for the day. If he or she refuses, the police may be called.

2. *Subsequent Violations:*

The Executive Director or the Executive Director's authorized designee may further limit or suspend the patron's Library privileges if infractions continue. Such limitation or revocation shall be in writing specifying the nature of the violation. Subsequent violations of the same rule shall result in additional suspensions of increasing length.

C. Violations that Affect Safety and Security.

Violations involving verbal abuse, violence, threatening behaviors, sexual harassment, vandalism, drug sale or use or attempted drug sale or use, intoxication,

theft or attempted theft, physical harassment, sexual misconduct or any behavior that threatens the safety and security of staff and/or patrons shall be handled as follows:

1. *Initial Violation:*

The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. Violations of this nature will result in an immediate minimum two-week suspension of Library privileges in order to give the Library sufficient time to investigate the incident. After the investigation is completed, the Executive Director or designee may add additional time to the initial limitation or suspension period.

2. *Subsequent Violations:*

The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. The Executive Director or the Executive Director's authorized designee, may further limit or suspend the patron's Library privileges in escalating responses, which will be documented in writing. Subsequent violations of the same rule will result in additional suspensions of increasing length.

D. Reinstatement.

The patron whose privileges have been limited or suspended shall attend a meeting with the Executive Director or the Executive Director's designee to review the Library Patron Behavior Policy before their privileges may be reinstated. The Executive Director may impose conditions for the reinstatement.

FPL POLICY 4.10

RIGHT OF APPEAL

ADOPTED 04.04.2023

Patrons may appeal a decision to limit or suspend privileges by sending a written appeal to the Library Board within ten (10) business days of the date of the decision. The appeal should be sent to the President of the Library Board. The decision of the Library Board is final.