

CUSTOMER POLICIES

PETITIONS, SURVEYS AND SOLICITATIONS

Board Policy:

DATE REVIEWED: 01/26/2023

DATE APPROVED: 01/26/2023

EFFECTIVE DATE: 03/01/2023

REPLACING POLICY EFFECTIVE: 11/07/2014

Columbus Metropolitan Library (CML) provides customers assurance that they are free to use the library without undue interruption from outside petitioners, survey takers, interviewers or solicitors.

- A. The public may engage in petitions, surveys, interviews and hand dissemination of literature outside on library grounds as long as they are not impeding access to the building or exterior book drops.
- B. The public may not engage in solicitation or distribution of materials within CML's public spaces at any time for any purpose without approval/sponsorship from CML.
- C. Use of incentives which promote products or activities is prohibited, and the public may not conduct commercial transactions on CML property.
- D. Also, the public may not:
 - a Pressure others to sign petitions or participate in surveys/interviews
 - b Leaflet vehicles on CML property
 - c Use tables, displays, audio/video equipment or other freestanding items in support of petitions, surveys or interviews on CML grounds
- E. Interviews of customers or staff by credentialed media are permitted inside CML locations with permission from the Director of Marketing and Communications or designee.
- F. Petitioners, survey takers and interviewers are permitted to use a library meeting room for the administrative purposes of conducting their petition, survey or interview, but all solicitation of participants must occur outside the library.
- G. In the event any member of the public fails to follow the above instructions, they will be ordered to stop soliciting library customers and may be subject to suspension from CML property per the Customer Code of Conduct and Suspensions policies.
- H. Petitions, surveys, interviews and hand dissemination of literature sponsored or co-sponsored by CML are allowed inside the libraries.

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Related Policies/Forms:

- Customer Code of Conduct
- Free Materials and Community Information
- Meeting Rooms
- Suspensions