

# **PATRON CONDUCT POLICY**

**Approved by Board on 12/21/23**

Welcome to the South Country Library, we hope you enjoy your visit with us. To ensure a great experience at the Library for yourself and for others, we ask you to please abide by the rules of conduct contained in this policy.

Conduct becomes unacceptable when it interferes with the rights of others or interferes with the intended and normal use of the library, causes damage to Library property, or is hazardous to oneself or others. Those unable or unwilling to comply will be asked to leave and the intervention of security guards or local authorities will be used as needed. The library reserves the right to deny access to the library and/or revoke library card privileges in the event of violation of these rules.

## **Unacceptable conduct includes, but is not limited to, the following:**

1. All forms of smoking are prohibited on Library property, including outdoors.
2. Possession, use, or exchange of illicit drugs, THC products or alcohol. Patrons exhibiting signs of intoxication will be asked to leave and the authorities may be called.
3. Firearms or other weapons.
4. Gambling.
5. Using threatening, intimidating, profane or abusive language.
6. Physical aggression, fighting, rowdy behavior.
7. Any behavior that makes others uncomfortable or else is harassing in nature including, but not limited to, verbal aggression, inappropriate or offensive language or comments (either of a sexual nature or otherwise), physical intimidation, following, leering, menacing.
8. Excessive noise including loud talking or loud use of any phone, laptop or other audio device.
9. Blocking entrances, exits, aisles or walkways.
10. Unattended bags or personal property may not be left on Library property. The Library reserves the right to dispose of such items as it sees fit.
11. Activities of a sexual nature.
12. Any violation of the Library's NYS Sexual Harassment Policy (see separate policy).
13. Loitering on Library property.
14. All forms of solicitation, electioneering or proselytizing. No materials or services may be sold on Library property.
15. The Library parking lot is for patrons using the Library during business hours. The parking lot may not be used for loitering, long-term parking, or for overnight shelter.
16. Patrons must be fully clothed, including shoes and shirts, when entering the Library.
17. Patrons shall maintain a generally acceptable standard of personal hygiene. Patrons whose hygiene is offensive to the extent that it interferes with the ability of others to use the Library as intended, may be asked to leave the building.
18. Library furniture may not be rearranged.
19. Sleeping is prohibited inside the Library, except for young children sleeping under the supervision of a parent or caregiver.
20. Eating food is not permitted inside the Library.
21. Bicycles, skateboards, scooters, footwear with wheels or other similar items are not permitted inside the building. Bike racks are available outside and the Library has locks for loan at the front desk, if needed.
22. Inappropriate use of Library computers, internet or technology, such as damaging or altering Library equipment, software, hard drives and files, or sending, displaying or printing obscene or pornographic material.

## **Personal Property**

South Country Library will not be responsible for any lost or stolen property.

## **Use of Phones**

With the exception of the Quiet Study area, cell phone use is permitted in the Library provided conversations and videos/apps are kept to a low volume, speakerphone is not employed, and use of the phone does not interfere with the ability of others to use the Library in a reasonably quiet manner.

Library staff phones are not for public use except in emergency situations.

## **Animals in the Library**

Pets and therapy dogs are not permitted inside the Library. Service animals trained to assist with an ADA-recognized disability are permitted, provided the animal is housebroken and does not threaten the health, safety and welfare of others.

## **Library Staff**

- Mistreatment of staff will NOT be tolerated. This includes disrespectful or abusive language, verbal or physical intimidation, or harassment of any kind. All such behavior will result in removal from the building and possible suspension of Library privileges.
- Staff are not permitted to sign any documentation or act as a witness for any member of the public, with the exception of the public notary.
- Staff members are not permitted to share personal information or work schedules of any other staff member.

## **Security Cameras**

The Library utilizes surveillance cameras on Library property for the purposes of deterring crime and violations of library policy. Members of the public are not permitted to view Library security footage. The library will allow law enforcement to view security footage upon request in relation to a claimed criminal violation relating to an incident that occurs on library grounds.

## **Tutoring**

Any adult or teacher wishing to tutor a child or young adult should stop at the adult reference desk where staff will provide them with a study room or other appropriate tutoring location. No money may exchange hands in the Library and the tutor is responsible for the behavior of the student.

## **Children/Unattended Minors Policy**

The South Country Library welcomes children and youth of all ages to use its facilities and services. Responsibility for the welfare and behavior of all minors using the South Country Library rests solely with the parent/guardian. In the event of unacceptable behavior, if parents are unavailable, proper authorities may be contacted.

Although the South Country Library is happy to serve the needs of children of all ages, staff cannot be expected to supervise minors while carrying out their professional responsibilities. Young children must be accompanied, monitored, attended to and adequately supervised at all times. **A parent, guardian or adult 18 years or older must be present and supervise any child under the age of 10 years old at all times.** The Library reserves the right to contact the appropriate

authorities if a child under 10 is left unattended at the Library. A child 10 years or older may use the library unattended provided they are able to maintain proper library behavior.