



HEPBURN
LIBRARY OF NORFOLK

PATRON CODE OF BEHAVIOR

Adopted November 18, 2020

Under the provision of Chapter 2.26 of the New York State Education Law, The Hepburn Library of Norfolk Board of Trustees may enact regulation that serve to insure the safety of all library staff and patrons, protect the usefulness of the materials collection, and maintain order in the library. The Board of Trustees is committed to providing an atmosphere where people of all ages may come to read, browse, do research, or study. This policy does not prohibit quiet conversations between patrons and/or staff members or conversations required to carry on library programs or business. It is designed to preserve a reasonable quiet atmosphere where library patrons may use library services and materials without disturbance. This policy has been established for all patrons. It is a charge of the library staff to see that the rights of individuals to use the library are upheld. The staff is obligated to enforce these guidelines so that the facility can be used to the fullest by all persons.

- If a patron is not responsive to the needs of other library users or disregards the policies protecting patrons, staff, and library property, the patron will be asked to leave the library.
- The Library Director, acting on behalf of the Board of Trustees, may also suspend the library privileges of any individual who willfully violates library regulations when severity or continued reoccurrence warrants such action. The Library Director will inform the Library Board of any such action taken.
- Those who are unwilling to leave or do not leave within a reasonable amount of time, after being instructed to do so by the staff, will be subject to the law.

Questions regarding the interpretation of guidelines will be referred to the Library Director. The use of the Library may be denied for due cause. Patrons are expected to observe and follow all aspects of the policies outlined in this handbook, including those outlined below:

- Food and beverage is allowed in the building. Patrons shall take caution in the vicinity of library materials and technology devices. Patrons are fully expected to clean up after themselves (crumbs, spills, sticky residue, etc) and dispose of all garbage.
- Interference with other library patrons' use of the facilities through extremely poor personal hygiene is prohibited.
- Patrons must be appropriately attired, which includes footwear and shirts.
- The Hepburn Library of Norfolk property, including the building and grounds, is free from tobacco, marijuana, and vaping use. This is in accordance with Public Health Law §1399-o, subdivision 6
- Pets and animals are not allowed in the building except trained service animals or those invited as part of a library program.
- Riding of bikes, rollerblades, skateboards and scooters is not allowed in the Library, in the parking lot or on the Library steps.
- Patrons are welcome to use various electronic devices in the library, as long as such devices are not distracting to other patrons. This includes, but is not limited to, cell phones, tablets, e-readers, and laptops. All electronic ringers and notifications shall be put on silent/vibrate. The library has earbuds for patrons wishing to listen to media on their devices, or library devices.

- Quiet and decorum are to be maintained at all times. Obscene, offensive, loud, boisterous, and/or distracting or annoying behaviors are prohibited unless part of a library-sponsored program.
- A patron who damages, defaces, or steals library property or services will be required to make restitution and will also be subject to arrest and prosecution. This includes, but is not limited to, damage to computers, headphones, books, DVDs, magazines, and other library property.
- Loitering on the premises under the circumstances that warrant alarm for the safety or health of any person or property in the vicinity is prohibited. Sleeping on the premises by persons over the age of five for more than fifteen minutes is prohibited.
- Patrons may not enter the library before opening or remain in the library after closing time, unless participating in a library-sponsored program or volunteer activity.
- Only persons on library business will be allowed to solicit for the sale of goods and services in the library; such persons will meet only with authorized library personnel. Exceptions may be made for library-sponsored activities, community groups, or organizations affiliated with the library.
- Unattended and/or unsupervised children under eight years of age are not allowed in the library. If a child under eight is attending a library program, it is required that the parent/guardian or responsible person remain in the library throughout the program. Children under eight years of age shall not remove books from the shelves without the direct supervision of their parent/guardian or responsible person.
 - We expect parents/caregivers to be responsible for the types of materials checked out by their children. The Library staff does not limit choices or censor materials.
 - The Library expects parents/caregivers to monitor children when using computers and accessing the internet. The Library staff does not limit or censor internet searches.
 - Children of all ages are encouraged to use the Library for homework, recreational reading, and program attendance. The Library staff realizes that the Library will be noisier at busy times and that children by nature can cause more commotion. However, children (whether with parents or not) who are being continually disruptive will be given a warning that he/she must settle down or will be asked to leave the Library. If after a second warning the child continues to be disruptive, he/she will be asked to leave the Library. If the child needs to contact a parent, they may do so and then wait with a staff person until the parent arrives.
 - The Library staff is not responsible for supervising children left alone when the Library is closed but will make attempts to reach a parent or caregiver for immediate pick-up. If a parent cannot be reached within fifteen minutes of the closing of the Library, local law enforcement will be called to pick up the child. Under no circumstances will a Library staff member drive a child home.
- There shall be no running, rough-housing, standing on furniture, throwing of toys or other items, or playing on or about the stairs or lift. Children's toys shall be kept in the children's room, and put away in the toy bins after each use.
- Parents/guardians or designated persons are responsible for the behavior of children while in the library. Library staff will not assume responsibility for the care of unattended or unsupervised children (of any age) in the library.
- The library's telephone is not for public use except in case of emergency.
- No patron shall endanger the safety and security of the building or patrons by tampering with any lock, any entry/exit door or doorway, accessibility lift, stairwell gate, furniture, facilities, or other items.
- Illegal activities such as assault, criminal mischief, drunk and/or disorderly conduct, harassment, public lewdness, theft and the use, selling, or possession of controlled substances while on Library property will result in the proper authorities being contacted.