

PORT JERVIS FREE LIBRARY

Patron Conduct Policy

Statement

The Port Jervis Free Library (the Library) serves all visitors regardless of age, economic status, race, ethnicity, gender, religious beliefs, or sexual orientation. Library management and staff are committed to providing a safe and welcoming environment for all Library users. To that end, the following rules of conduct and courtesy must be maintained. Failure to follow these guidelines may result in a warning, restrictions, loss of Library privileges, and removal from the Library.

Definition and Scope

In order for the Port Jervis Free Library to serve the citizens of the community, behavior that could be considered a nuisance will not be tolerated. Patrons must, at all times, be respectful of other patrons, Library personnel, the building, and its contents.

Some examples of behaviors that are unacceptable in the Library or on Library grounds include, but are not limited to the following:

- Violating any local, state, or federal law
- Failure to comply with any Library policy
- Any behavior that endangers the safety or health of others
- Disturbing other patrons or staff with loud, aggressive, boisterous, abusive, profane, harassing, or threatening language or behavior
- Improper use or destruction of Library materials or property
- Smoking, handling, or using tobacco in any form, including vaping and electronic cigarettes, inside the Library or on Library grounds
- Loitering or sleeping
- Any sexual behavior or conduct
- Causing strong, pervasive odors, including those caused by perfume, cologne, or body odor
- Inappropriate dress, such as bathing suits, wet clothing, or failure to wear shoes, shirts, and shorts/pants/skirts/etc...
- Failure to supervise children or teenagers in one's care
- Any food or open drink in the library
- Blocking access to doors, passageways, or library materials with bodies or belongings
- Discourteous use of cell phones/electronics, including loud and prolonged conversations, cell phone use at service desks, speaker use, ringers/notifications sounds, and audio/visual sounds
- Bringing in animals, other than service animals or those approved for Library programs
- Running, climbing, hiding, or other such behavior
- Entering staff areas and workspaces without permission
- Moving, misusing, or tampering with Library furniture or equipment
- Refusing to comply with reasonable requests of any member of the Library staff

The above examples do not constitute a complete list of behaviors that might be considered disruptive. The Library director and other staff members (who are on duty at the time) shall have the responsibility for enforcing the Patron Conduct Policy and determining when behavior in the Library is inappropriate.

Procedure/Enforcement

- 1) All patrons determined to be behaving inappropriately will be informed of this Library policy and be given an opportunity to immediately cease the behavior.
- 2) After being informed of the policy, repeat violations may result in suspension of Library privileges as follows:
 - a. The first violation will result in being banned from the Library for the remainder of the day or the entirety of the following day depending on the time.
 - b. The second violation will result in being banned from the Library for one full week.
 - c. The third violation will result in being banned from the Library for a period of six months.
 - d. After the fourth violation, the patron will be considered a chronic offender. This will result in an indefinite removal from Library grounds and loss of Library privileges. A report by the executing staff member shall be made detailing the offences that lead to the ban from the Library. This report shall include all incidents witnessed by other staff members as well. This report shall be kept on file indefinitely unless successfully appealed.
- 3) If a patron becomes belligerent and will not leave Library property the local police will be called for assistance. The offending party will be barred from Library grounds and privileges for a minimum of 6 months.
- 4) The Library reserves the right to determine Library bans on a case by case basis. The director or supervisors on duty may implement any consequences described in this policy in any order based on the severity of the offense.
- 5) An appeal may be made, in writing, to the Library director. Further appeals may be made to the Library board of trustees.