



## **Brewster Ladies' Library Patron Behavior Policy**

The Brewster Ladies' Library provides a comprehensive variety of resources, services, and programs for personal improvement, cultural enrichment, and community engagement to patrons of all ages in a clean, safe and welcoming environment. The Library is intended for use to the fullest extent by all members of the public.

To maintain this environment and protect the rights of all patrons, volunteers, and staff the Library Board of Directors has adopted the following rules and regulations for appropriate library use and behavior.

### **General Rules of Conduct**

In general patrons should demonstrate consideration and respect for other patrons and library staff by observing the following:

- **Dress appropriately** for a public place. Shirts and footwear are required.
- **Behave appropriately** for a public place. Do not sleep, attend to personal grooming, engage in sexual conduct or lewd behavior, or any other socially offensive behavior.
- **Use restrooms appropriately** and show consideration for fellow patrons. Do not use them for laundry, socializing, or time-consuming routines.
- **Eating and drinking** should be kept to areas designated for these activities. Patrons are responsible for cleaning up after themselves.
- **Exercise responsibility for any personal property.** It should be stored out of way of other patrons (e.g. aisles). Items should not be left unattended.
- **Animals** are not permitted in the library with the exception of service animals. Animals may be allowed in the building with a caretaker as part of a Library-approved program.
- **All patrons are expected to conduct themselves appropriately** in a manner that does not disrupt other patrons' ability to use the library. Devices or behaviors that create inappropriate auditory, visual, or olfactory distractions are not allowed.
- **Treat other patrons and staff with courtesy** and respect the privacy of other patrons.

## **Prohibited Behaviors:**

- Violations of any local, state or federal law (e.g. Physical violence of any kind is never allowed in the Library or on the grounds.).
- Any activity or behavior that is disruptive to the library environment or infringes on the rights and abilities of other patrons to use, access, or otherwise take advantage of Library materials, resources, and services is strictly prohibited. This also includes but is not limited to abusive language, hate speech, verbally or physically harassing, threatening, or bullying any staff member or patron, or displaying unwanted attention toward another person.
- Bringing guns, weapons or harmful chemicals into the Library.
- Vandalism, defacement, or deliberate destruction or theft of library property or the personal property of other patrons or staff members.
- Selling or using tobacco products, electronic smoking devices, alcohol, or illegal drugs. Being in possession of, or under the influence of, alcohol or illegal drugs
- Panhandling, loitering, and unauthorized soliciting are prohibited. This includes the soliciting of money or signatures as well as conducting surveys or distributing pamphlets and information not approved by the library.
- Failure of parent or legal guardian to supervise a child that is disturbing others or damaging library property. See **Safe Child Policy**.
- Cell phone conversations are prohibited in designated Quiet Areas. Cell phone conversations are permitted elsewhere but should be brief. Extended phone conversations may take place in the front lobby or outside the building to not disturb patrons inside the Library.

## **Enforcement of Policy**

The library director or their designee is responsible for addressing disruptive behaviors and policy violations.

When a patron violates a policy and/or engages in a behavior that interferes with the use of the library by other patrons or staff, the following actions may be taken:

- Patron will be issued a verbal warning to cease the behavior and will be clearly informed of the policy.
- Patron will be issued a second verbal warning to cease the behavior and will be given a printed copy of the policy.
- If the behavior still continues, patron will be asked to leave the premises for the day.

While these types of warnings will generally be issued, this may not always be the case. This policy serves as adequate notice. Violations that result in the restriction or termination of library use and privileges for over a month may be appealed in writing to the Library Board of Directors. Additional disciplinary actions may include:

- A request for the patron to immediately leave the premises.

- The Brewster Police may be notified if a patron refuses to vacate.
- Serious violations of policy may result in:
  - suspension of privileges for a specified term commensurate with the infraction
  - the issue of a trespass notice for a specified term commensurate with the infraction. Trespass orders are filed with and enforced by the Brewster Police. Permanent “No Trespass” orders may be issued in consultation with Public Safety officials and the Board of Library Trustees.
- Communications with parents/guardians when a minor receives a written warning or “No Trespass” order. “No Trespass” orders for minors may permit use of the library for school purposes when accompanied by a parent or guardian.

The Brewster Ladies Library is for everyone. We appreciate your cooperation with all Library policies in order to ensure that the Library is a welcoming and safe place to visit and that all who use these public facilities receive respectful treatment.

*Approved by the Brewster Ladies Library Association’s Board of Directors on  
September 21, 2023.*