

1.6 PATRON CODE OF CONDUCT

In order to provide a safe, secure and welcoming environment within the Library that allows all patrons to use Library services and facilities to the fullest extent, the Library Board has adopted the following rules and regulations on behavior in the Library and on Library property. This policy was established to ensure the safety of Library users and staff, to safeguard all Library users' access to the Library and its materials, and to protect the facilities and grounds from damage. While at the Library patrons should recognize they are participants in a shared, public use environment and must conduct themselves accordingly. Patrons are asked to help us maintain a comfortable atmosphere appropriate for work, study, and enjoyment for all Library users and staff by respecting surroundings and respecting others and complying with this policy.

Library employees will courteously enforce this policy in a fair, dignified, and positive manner for the benefit of all. Any person who willfully violates it will be excluded from the use of the Library. Interpretations of inappropriateness, abusive conduct or disruptive behavior will be at the discretion of staff members.

Examples of behavior and conduct considered abusive, disruptive, or generally unacceptable, may include, but not limited to:

- Harassment, including sexual and racial harassment
- Behavior that is abusive, threatening, bullying, intimidating or disrespectful
- Profanity or obscene, racially charged or abusive language, including unwelcome comments of a personal nature or behavior that discomfits the staff or other Library patrons
- Any behavior that is disruptive to Library patrons or staff such as fighting, running, excessive noisemaking
- Sleeping and/or misusing or rearranging furniture
- Discrimination based on an individual's race, color, creed, religion, national origin, sex, gender, age, disability, marital status, sexual orientation, or public assistance status
- Destroying, vandalizing, defacing or stealing Library materials and furnishings, including outdoor landscaping, signs and benches
- Conversation that is disruptive to other patrons, including personal phone calls
- Soliciting patrons
- Not wearing shoes or a shirt; or wearing clothing deemed offensive
- Using wheeled devices in the Library or on Library grounds, except in designated areas, including skateboarding, roller-skating, bicycling and scooters (except for wheelchairs, walkers, and strollers)
- Bringing pets or animals into the library other than service animals
- Leaving vulnerable individuals or children under the age of twelve (12) unattended or alone in the Library. Parents and caregivers are responsible for supervising the activities and choices of their charges. Children under the age of twelve (12) must be

accompanied in the Library by an adult at all times in accordance with Connecticut General Statute 53-21a

- Smoking, tobacco use, or electronic cigarette use in the library or within 25 feet of entryways or windows
- Consuming food or beverages in a manner that creates an unclean environment, disrupts others, or is harmful to Library resources, including computers
- Possessing, consuming, or being under the influence of alcohol or illegal drugs
- Possessing a weapon of any kind, unless authorized by law
- Interfering with the use of the Library by other patrons or with Library employees' performance of their duties
- Offensive body odor, including excessive use of fragrance, which unreasonably interferes with other patrons' ability to use the Library and its services
- Failing to comply with the Library's policy on Use of Computers for Internet Access
- Any other conduct that violates Federal, State, or local law, ordinance, regulation, or Library policy

Library staff are required to bring to an individual's attention any act or omission which violates the Patron Code of Conduct and related Library policies. Library staff will intervene to stop prohibited activities and behaviors by asking the individual to change his or her behavior to conform to the rules. If the individual continues the behavior or such a change is not evident or forthcoming, that individual will be asked to leave the Library building and property. Depending upon the seriousness of the violation, staff members may call the Police for assistance or to remove the patron from the premises. Serious or repeated violation of the rules may result in a patron being banned from the Library for a specific amount of time and/or permanently denied access to the Library and use of its materials and services. Individuals whose privileges are revoked may appeal to the Library Board for reinstatement of Library privileges. Appeal has to be made in writing and will be addressed as part of the monthly Board meeting.

COVID-19 Pandemic Code of Conduct:

This supplement to the Library's Code of Conduct policy is subject to revision and will be in effect until the Board, under the guidance of local officials, health officials and the Governor, deems it safe to relax these codes. Our primary concern, at all times, is the safety of Library patrons and staff. When recommended by state and local health officials, the Library may require patrons to wear face masks or coverings and practice physical distancing, ensuring a minimum of six feet distance to all others. While in the Library, patrons shall practice good hygiene by properly washing hands or using hand sanitizer. Library facilities will observe the following occupancy limits of 20 patrons, plus staff. Signs will be posted during these times and patrons must adhere to these requirements while in the Library.

Patrons with the following COVID-19 CDC-defined symptoms, including cough, shortness of breath, or any two of the following symptoms: • fever • chills • repeated shaking with chills • muscle pain • headache • sore throat • loss of taste or smell shall not enter the Library building, even if they are wearing a face mask or covering. For those unable to, or unwilling to,

wear a face mask or covering, Library resources and services, such as online resources and curbside pickup, will still be available.

Approved by the Library Board October 14, 2020