



## **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. Sleeping, personal grooming, sexual conduct, lewdness and other disrespecting behaviors reduce the safety and cleanliness of the library for all and are not acceptable.
- **Be considerate** of other patrons when using the restroom. These spaces cannot accommodate laundry washing, personal grooming, time-consuming rituals, or extended socialization.
- **Eating and drinking** should be kept to areas designated for these activities. Please use our trash cans when you finish eating and drinking.
- **Exercise responsibility for any personal property.** Library staff cannot monitor personal property and suggest that you store or secure your items off-site before visiting the library. Any items brought into the Library should be stored out of way of other patrons (e.g. aisles) and should not be left unattended.
- **Animals** must be under the control of the owner/caregiver at all times. Animals exhibiting unclean, unsafe, destructive, or disruptive behaviors cannot remain in the library.
- **Be mindful** of others' use of the library by limiting your creation (including those from devices) of noises, visual displays, or odors.

- **Treat other patrons and staff with courtesy** and respect the privacy of other patrons.

### **Prohibited Behaviors:**

- Violations of any local, state or federal law.
- 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.
- Using or selling tobacco or cannabis products, electronic smoking devices, alcohol, or illegal drugs; being under the influence of alcohol or illegal drugs.
- Panhandling, loitering, and unauthorized soliciting of any kind 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**.
- Quiet areas cannot accommodate cell phone conversations. Brief conversations are encouraged in other spaces and extended phone conversations can happen in the front lobby or outside the building.

### **Enforcement of Policy**

The library director or library staff are 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 continues, the patron will be asked to leave the premises and their library privileges will be suspended for a specified period of time commensurate with the infraction.

Warnings will generally be issued, however, that may not always be the case depending upon the nature and severity of the infraction. 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 also result in:
  - The alerting of authorities to aid in addressing the disruptive behavior and/or removing the patron from the premises
  - 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 Brewster Ladies’ Library Association Board.
- 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 facilities receive respectful treatment.

*Approved by the Brewster Ladies Library Association’s Board of Directors on September 21, 2023. Amended on August 15, 2024.*