

Pound Ridge Library Patron Conduct Policy

Introduction: **Pound Ridge Library** is committed to providing a safe, welcoming, and inclusive environment for all patrons. To achieve this goal, we have established the following Patron Conduct Policy, which outlines the behavior expected of all individuals using our library facilities and services. All patrons, regardless of age, are expected to follow the Patron Code of Conduct. It applies everywhere the library provides service: on all Library property, in the community, through our website or social media, and by phone, chat, or email.

Library patrons are expected to:

- Be safe
- Be respectful of other patrons and library staff
- Be respectful of library property
- Obey the law
- Comply with requests from library staff

This policy is intended to:

Protect the rights and safety of library patrons, volunteers and staff;

Protect the library's materials, equipment, facilities and grounds;

Guarantee that the Pound Ridge Library is able to carry out its mission; and

Ensure that access to library facilities, programs, or services is not negatively impacted by behaviors that create an environment that is unsafe, disruptive, or not conducive to the Library's mission.

By entering **Pound Ridge Library** patrons agree to abide by this policy.

Respect for Others:

Patrons are expected to maintain a respectful and quiet atmosphere conducive to reading, studying, and research.

If you need to make a call or engage in activities on your phone, stepping outside is a courteous way to ensure that you are not disturbing fellow library patrons.

Disruptive behavior, including loud conversations, music, or other disturbances, is not permitted.

Harassment and Discrimination:

Harassment, discrimination, or intimidation of library patrons or staff based on race, gender, religion, sexual orientation, disability, or any other characteristic will not be tolerated.

Safety and Security:

Patrons must not engage in behavior that compromises the safety and security of library users or staff.

In case of an emergency or evacuation, patrons must follow library staff instructions.

For the safety and well-being of all library patrons, we kindly ask that you refrain from bringing firearms, weapons, knives, or any items designed to cause harm, unless explicitly permitted by law.

To maintain a family-friendly environment, the possession, consumption, or selling of alcoholic beverages or controlled substances is not allowed in the library

In consideration of the health and comfort of everyone, please refrain from smoking, rolling, or using any tobacco product, marijuana, synthetic tobacco, synthetic marijuana, or electronic cigarettes within the library premises. We appreciate your cooperation in creating a clean and smoke-free environment for all library users.

Photography and Videography

1. By entering the Pound Ridge Library, you consent to be photographed, filmed, or otherwise recorded. Your entry constitutes your permission for the library to use these images and recordings for promotional and marketing purposes, including and not limited to brochures, flyers, posters, the library website, and social media channels. If you do not consent to being photographed, filmed, or otherwise recorded, please notify library staff.
2. Photographing or recording other patrons, programs, or library staff in a way that harasses or interferes with other patrons or library staff or infringes the privacy of other patrons is strictly prohibited.
3. To ensure the safety and security of our patrons, staff, and library property, the library utilizes video surveillance in public areas. Cameras are placed in strategic locations, including entrances, hallways, and common areas. Surveillance footage is monitored periodically and stored for a limited time in accordance with privacy laws and library procedures. The library is committed to protecting patrons' privacy while maintaining a safe and welcoming environment. For questions regarding this policy, please contact the Library Director.

Library Materials and Equipment:

Library materials, equipment, and facilities should be handled with care. Report any damage or missing items to library staff promptly.

Food and Drinks:

Food and beverages are allowed in designated areas only. Please clean up after yourself.

Personal Belongings:

Patrons are responsible for their personal belongings. Do not leave valuable items unattended.

Children and Supervision:

Children must be supervised by a responsible caregiver while in the library.

Internet and Computer Use:

Patrons must adhere to the library's computer and internet use policy.

Do not engage in activities that violate copyright laws or promote illegal content.

Personal Hygiene:

Please maintain proper personal hygiene to ensure a comfortable environment for all patrons.

Behavioral Consequences:

Violations of this conduct policy may result in warnings, suspension of library privileges, or bans from the library, depending on the severity and frequency of the offense.

Reporting Violations:

Patrons are encouraged to report violations of this conduct policy to library staff.

Library Staff Authority:

Library staff members have the authority to enforce this conduct policy in a fair and consistent manner.

Library Hours:

Patrons should be aware of the library's operating hours and exit the premises promptly at closing time.

Special Events and Programs:

Guidelines for behavior during library-sponsored events and programs will be provided separately as needed.

Failure to comply with this and Library's other established policies may result in:

1. The immediate removal of the customer from the premises; and/or
2. Suspending the customer's access to Library facilities for a set period of time; and/or
3. Denying access to specific services and/or programs.

A suspension may be appealed in writing to the Library Director within 10 calendar days of the date the suspension is issued. The appeal must clearly state why the patron believes that the privileges should be restored. The appeal should be sent to:

Pound Ridge Library
Attn: Library Director
271 Westchester Ave
Pound Ridge NY 10576

Or emailed to:

director@poundridgelibrary.org

The Director will review and respond to the appeal in writing within 10 business days of the date the appeal was received. The suspension remains in effect until the Director has reviewed the appeal and issued a decision.

The decision of the Director is final.

Legal Requirements:

This Patron Conduct Policy is in accordance with local, state, and federal laws and regulations.

Review and Revision:

Pound Ridge Library will periodically review and update this policy as necessary to reflect the changing needs and circumstances of the library and its patrons.

Library Mission and Values:

This conduct policy is aligned with **Pound Ridge Library** 's mission and values, emphasizing our commitment to providing free and equal access to information for all members of our community.

Adoption Date: November 21, 2023 Review Date: November 21, 2028

Revised: November 19, 2024