

West Hartford Public Library

POLICY MANUAL

Patron Rules of Conduct and Enforcement

Purpose: To define behaviors that are not allowed in the library and describe how staff will enforce rules, citing Connecticut Statutes giving the library the right to do so.

Approved by the Library Board March 23, 2009

Patron Rules of Conduct

For the comfort and safety of patrons, volunteers, and staff, and the protection of Library property, the **following actions are examples of conduct not allowed on Library property.**

- Interfering with another person's use of the library or with library staff in the performance of their duties
- Disturbing or annoying others with loud or unreasonable noise, including using electronic equipment at a volume that disturbs others. Audible cell phone ringers must be turned off
- Using profanity, abusive or threatening language
- Stealing, damaging, or inappropriate use of library property within facilities or on library grounds
- Fighting or challenging to fight, running, pushing, or throwing things
- Entering or being in the Library barefoot or without a shirt
- Using wheeled footwear, skateboards or scooters in the library or on library grounds
- Consuming food; drinks are permitted in designated areas only
- Being under the influence or possessing alcohol or illegal drugs
- Using restrooms for bathing, shampooing, doing laundry, or changing clothes
- Littering
- Disturbing others through poor personal hygiene resulting in offensive and pervasive body odor
- Moving Library furniture
- Lying down or sleeping; blocking aisles, exits or entrances
- Neglecting to provide proper supervision of children
- Bringing pets or animals, other than service animals into the Library
- Bringing in oversized items too large to fit under a study chair
- Soliciting or conducting surveys not authorized by the Library

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- Adults unaccompanied by a child or teen and who do not require immediate access to materials from the children or teen collections shall be asked to relocate to another area of the library.
- Engaging in any activity in violation of Federal, State, local or other applicable law, or Library policy

Enforcement Of Rules

It is impractical to address every behavioral situation that may occur in the Library. Staff has the responsibility to make decisions that are in the best interest of the Library whenever the rules do not specifically cover certain situations.

Enforcement of these rules will be conducted in a fair and reasonable manner. Library staff will intervene to stop prohibited activities and behaviors. Failure to comply with the Library's established rules, regulations, and policies could result in removal from the premises and expulsion from the Library for a period of one day to one year, or in arrest or prosecution. Violations could also result in the restriction and/or termination of Library privileges, including the use of Library computers and other equipment. Expulsion for more than one week may be appealed in writing to the Director of Library Services.

Persons who choose not to cooperate will be asked to leave the library under the General Statutes of Connecticut, Title 11-36 and 11-32.

(See also: Procedures for Dealing with Disruptive Behavior)