

## **Sherrill-Kenwood Free Library (SKFL) Patron Code of Conduct Policy**

Approved 2/13/23

Sherrill-Kenwood Free Library (SKFL) strives to serve as a community center providing free and equal access to cultural, intellectual, and informational resources for all VVS community members. We pledge to deliver the highest quality library services to our community and to provide a safe and welcoming atmosphere conducive to learning, sharing, and working.

**In order to ensure constructive use of library facilities, materials, and services, as well as the personal comfort of all patrons, the SKFL Board of Trustees has established the following rules for use:**

1. Library patrons must comply with all library policies and local, state, and federal laws.
2. Misconduct such as the use of foul or threatening language and gestures, public drunkenness, alcohol, tobacco, or drug usage, sale or exchange of alcohol, tobacco, or drugs, running, pushing, fighting, stalking, soliciting, loitering, littering and other behavior deemed offensive by library staff will result in expulsion from the library and suspension of library privileges.
3. Staff and patrons are expected to treat all members of the community with respect and civil decorum. Harassment of staff and/or library patrons by a library patron will not be tolerated.
4. The library assumes no responsibility for the care and supervision of children. Parents or caregivers must supervise the behavior of their children. Additionally, children under the age of 10 must be supervised at all times.
5. Patrons shall not be permitted to enter the library without footwear or without a shirt or other covering of their upper bodies. Patrons shall maintain a generally acceptable standard of personal hygiene.
6. The Children's Room of the library is for the exclusive use of parents/guardians and their children or adults using resources which are only available in that area.
7. Library materials must be returned on time and in good condition. Overdue materials deprive others in need of those materials.
8. A library patron who vandalizes, steals, or damages any library material, equipment or building components will forfeit all library privileges and will be subject to financial liability for damages.
9. Soliciting money, donations, signatures, and/or distribution of unauthorized materials is prohibited at SKFL.

SKFL staff will be respectful of all library guests, and will enforce the Patron Code of Conduct Policy to ensure that the Library is preserved for the purposes for which it is intended while protecting the safety of both staff and patrons .

## Procedures for Dealing with Patron Complaints

Updated 2/13/23

1. Relevant library policies should be carefully explained to the complaining patron. The Policy Manual should be referred to by the staff and offered to any patron concerned about policy matters. Any questions should be answered as clearly and politely as possible.
2. Irate patrons should be encouraged to discuss their concerns in a non-public area.

## Procedures for Dealing with Problematic Patrons

Updated 2/13/23

1. Patrons who engage in behavior that violates any library policy will be spoken to by a staff member or the director.
  2. Director or staff member will remind the individual(s) of the appropriate policy and if they continue with their unacceptable behavior, they will be asked to leave.
  3. If unacceptable behavior continues and attempts to handle the problematic patron have been exhausted, the library staff may summon local police authorities.
  4. Violations of any of the provisions of New York State Penal Law or the provisions of the New York State Education Law relative to injuries to property (Education Law, Article 264) shall result in suspension of the offending patron's library privileges and said patron shall be barred from the premises by the director or appropriate staff.
- In the event of a suspension of said privileges, patrons may apply for privileges to be reinstated by an appearance before the Board of Trustees at the next regular meeting of the board. The Trustees, or a quorum thereof, shall consider the request and make a determination within 30 days. The trustees may, in addition, impose such conditions of reinstatement as deemed appropriate by the Board.