



Hepburn Library of Madrid

Patron Behavior Policy

As adopted by the Hepburn Library of Madrid Board of Trustees, July 13, 2017. Reviewed and revised December 2020.

It is the policy of the Hepburn Library of Madrid that Library staff will encourage, in a friendly and polite manner, the use and enjoyment of the Library. Persons engaging in unacceptable behavior, as determined by the Library director or other staff in charge, shall be required to leave.

The Library will serve all residents of the community and the public Library system area. Service will not be denied or abridged because of religious, racial, social, economic, or political status; or because of mental, emotional, or physical condition, age, or sexual orientation, or gender identification. The Library makes every effort to be fully A.D.A. compliant.

The Hepburn Library of Madrid Board of Trustees has established certain standards of acceptable behavior on Library property in order to maintain an atmosphere that promotes the use and enjoyment of the Library resources and services, promotes the safety of the general public and the Library staff, protects the building, furniture, equipment and facilities of the Library. Any activity that interferes with the rights of other patrons to use the Library, disrupts the normal functioning of the Library, could result in physical, emotional, or mental injury to oneself or others, or could result in damage to the building, furniture, equipment, and facilities of the Library is considered disruptive and unacceptable behavior.

Patron responsibilities and conduct:

- Patrons shall not harass or annoy other patrons or staff.
- Patrons must be appropriately attired, which includes footwear and shirts.
- Personal hygiene shall conform to the generally accepted standard of the community. Patrons whose bodily hygiene is offensive, so as to constitute a nuisance to other persons shall be asked to leave the building.
- Patrons are not allowed to eat or drink in the Library building except in designated meetings or as approved by the Administration.

- No animals, except service dogs, are allowed in the Library building, other than for sanctioned activities with prior approval from the Administration.
- Solicitation in any form is forbidden.
- Littering of the building and Library grounds is forbidden.
- Riding of bikes, rollerblades, skateboards, and scooters is not allowed in the Library, the Library Community Room, or on the Library steps.
- Any carrying device that is brought into the building is subject to search when the person leaves the building. This includes, but is not limited to backpacks, purses, briefcases, etc.
- Please turn your cell phone to “vibrate only” mode or turn power off while inside the Library. Patrons are asked to step outside the Library building to talk on their cell phone.
- Smoking is not permitted in the Library.
- Patrons are not allowed to use the Library for sleeping/napping.
- The Library restroom is not to be used for personal grooming/washing.
- Weapons or instruments/devices that may be used as a weapon are not allowed in the Library. Persons carrying weapons in violation of NYS statutes shall be immediately removed from the building and authorities will be called.
- If a patron creates a public nuisance, that patron may be restricted from the Library and from the use of the Library facilities at the discretion of the Library director or staff on duty.
- Throwing objects, fighting, whether real or pretend, and abusive or obscene language or gestures is considered disruptive .

- Those who are unwilling to leave or do not leave within a reasonable amount of time, after being instructed to do so by the staff, will be subject intervention by authorities.
- Illegal activities such as assault, criminal mischief, drunk and/or disorderly conduct, harassment, public lewdness, theft and the use, selling, or possession of controlled substances while on Library property, will result in the proper authorities being contacted.

The use of the Library may be denied for due cause. Such cause may be:

- Failure to return Library materials or to pay penalties
- Destruction of Library property
- Disturbance of other patrons due to objectionable language, odor, or behavior
- Illegal, disruptive, or objectionable conduct on Library premises including alcohol or drug use, sexually inappropriate behavior, or violent behavior
- Illegal activity
- Violation of any of the above outlined policies

Children and Youth

- The Hepburn Library of Madrid encourages visits by **young children** and it is our desire to make this important visit both memorable and enjoyable for the child. Library staff is not expected to assume responsibility for the care of unsupervised children in the Library. Therefore, it is Library policy that all children under age ten must be accompanied by a parent or designated responsible person while in the Library. Also, if the young child is attending a Library program, we require the parent/responsible person to remain in the Library throughout the program.

- If a guardian is not on-hand when the library is closing, attempts to reach a parent or caregiver for immediate pick-up will be made. If a parent cannot be reached within fifteen minutes of the closing of the Library, local law enforcement will be called to pick up the child. **Under no circumstances will a Library staff member drive a child home.**
- We expect parents to understand and explain the Library rules to their children. The rules and policies have been developed to safeguard the collection and ensure fairness for all Library users.
- We expect parents/caregivers to be responsible for the types of materials checked out by their children. The Library staff does not limit choices or censor materials.
- The Library expects parents/caregivers to monitor children when using computers and accessing the internet. The Library staff does not limit or censor internet searches.
- Children of all ages are encouraged to use the Library for homework, recreational reading, and program attendance. The Library staff realizes that the Library will be noisier at busy times and that children by nature can cause more commotion. However, children (whether with parents or not) who are being continually disruptive will be given a warning that he/she must settle down or will be asked to leave the Library. If after a second warning the child continues to be disruptive, he/she will be asked to leave the Library. If the child needs to contact a parent, they may do so and then wait with a staff person until the parent arrives.