



## CODE OF CONDUCT

The New Britain Public Library (hereinafter referred to as the Library) prides itself on providing a safe and enjoyable experience to all community members, offering an atmosphere conducive to everyone's right to unimpeded and enjoyable Library use. Towards this end, all community members are expected to comply with this Code of Conduct while visiting the Library.

### General Expectations:

1. Visitors are expected to abide by local, state, and federal laws as well as public health guidelines.
2. Visitors are to act safely and respectfully, interact with Library staff and other Library visitors in a civil manner, and follow the directions of staff. Examples of unacceptable behaviors include:
  - A. Verbally or physically threatening or harassing behaviors, including but not limited to stalking, staring, lurking, and obscene or offensive acts.
  - B. Being under the influence, selling, soliciting, possessing, or using alcohol, cannabis, and/or illegal drugs;
  - C. Petitioning, soliciting, conducting surveys, or selling merchandise in the Library without the express permission of the Director or their designee. Petitioners on Library property will not block, hinder, or interfere with visitors and staff wishing to enter or exit the buildings, nor intimidate visitors or staff into signing a petition or accepting information;
  - D. Disturbing others by exhibiting a strong or offensive odor due to, but not limited to, hygiene, perfumes/colognes, substance use, belongings, and/or foods;
  - E. Destroying, damaging, defacing, misusing, hiding, or removing Library materials or property;
  - F. Carrying weapons of any kind;
  - G. Photographing or video recording patrons, staff or programs without the individual's or the Library's prior permission.
3. Visitors are to maintain the volume of conversations and/or electronic devices at a level that does not disrupt or interfere with others' use of the Library. Lower volumes will be expected in areas designated as quiet zones.
4. Smoking or vaping is only allowed outside at a designated smoker's pole.
5. Children should be supervised at all times while on Library property in accordance with the Unattended Children policy. Children under age 12 must not be left alone in the Library, in accordance with Connecticut General Statutes Section 53-21a.
6. Consuming food is allowed in the Community Room during reserved times, or as part of Library sponsored events. Outside of this, consumption of food is not allowed. Beverages in covered containers are allowed. Alcohol consumption is not allowed, unless specifically authorized in advance by the Board of Trustees.
7. Shirts, pants, and shoes, or articles of clothing of a similar nature, are required while using the Library and its facilities.
8. Service animals are allowed in the Library in accordance with the Americans with Disabilities Act. Service animals must be in close physical proximity with their handler and under their handler's control at all times. Emotional support animals and pets are not allowed in the Library.
9. Personal belongings must be in the possession of the owner and placed in a manner that does not interfere with staff or visitor use of the building, walkways, furniture, or equipment. The Library is not responsible for items lost, stolen, or damaged on Library premises. The Library reserves the right to dispose of items that have been left unattended for an extended period of time.
10. Visitors are to use Library property, spaces, and furniture for their intended purposes. Examples of inappropriate usage include, but are not limited to:
  - A. Running, throwing objects, pushing or shoving;
  - B. Obstructing entrances, exits, seating areas, aisles, walkways, or other paths of travel;

- C. Monopolizing Library space, furniture, and materials for personal use, blocking others from usage;
  - D. Using staff telephones, except when a minor has a need to call their guardian, or in the event of an emergency;
  - E. Accessing staff areas without permission;
  - F. Remaining in the facility after closing, or when instructed by authorized personnel to leave the Library premises;
  - G. Sleeping on Library property;
  - H. Using restrooms for bathing, shaving, washing hair, or other unintended purposes.
11. Bicycles and large carts should be parked outside the Library building by the designated bike rack. Wheelchairs and strollers are allowed inside if transporting an individual. Recreational mobility devices, including but not limited to skateboards, roller skates, rollerblades and hoverboards, as well as traction devices, must be carried while inside the building.

### **Enforcement**

Individuals who are not following the Code of Conduct will be asked to comply with its provisions. Those who continue to violate the Code of Conduct may be asked to leave the Library and may have their Library privileges suspended. It is within Library staff's discretion to take appropriate action regarding individual visitors' compliance with the Code of Conduct. In any situation where the safety or welfare of a visitor or staff member is believed to be at risk, law enforcement will be contacted.

The Library reserves the right to restrict the use of its facilities and premises for persons who do not abide by its Code of Conduct. Library visitors violating this Code of Conduct and failing to comply after one warning will be required to leave the Library for the remainder of the day. Individuals who are asked to leave shall do so within five minutes of the request being made. Failure to comply with staff direction to leave the Library property may result in law enforcement being contacted.

Based on the severity of the situation, the Library may revoke Library privileges or temporarily suspend access to all Library services and property to any individual refusing to comply with the Code of Conduct. If the conduct is reasonably believed to constitute a violation of local, state, or federal law, it may result in criminal prosecution.

The Library's management, staff, or the acting supervisor has the authority to escort individuals who do not abide by the Code of Conduct off the property. Individuals who enter the Library before the return date listed on the suspension notice issued to them will be subject to arrest for trespass under Connecticut General Statutes Section 53a-107.

### **Appeal Process**

A person suspended from the Library for a period of more than one (1) day may appeal the decision in writing to the Director within 10 days from the date of the subject suspension/revocation of Library privileges. Submit requests for administrative review to vsjoberg@nbpl.info, or by mail to New Britain Public Library, 20 High St, New Britain, CT 06051. Suspension of privileges will remain in force during the review period. When a decision on the appeal issues, individuals may seek a one (1) time secondary appeal directly to the President of the Library Board of Trustees.