



Patron Code of Conduct

Background

Our Library is a community resource for residents of all ages. Children, teens and adults are equally welcomed and encouraged to use the services of the Library. The Library buildings and grounds are busy places, and there are times each day when many patrons congregate for programs that may cause a greater noise level. *Patrons have a responsibility to behave in a manner that does not violate the rights of others or interfere with Library services and staff responsibilities.*

All areas of the Library properties, including study rooms, entrances, outdoor spaces, restrooms, furnishings, and equipment must be used for their intended purposes. The Library staff will ask patrons who violate Library rules to leave. In the case of minors, staff members will attempt to contact the children's parents or guardians. Under certain circumstances, patrons may lose Library privileges. When a Library program or event occurs in an offsite or virtual location, Library patrons are expected to adhere to the Code of Conduct as it applies.

Purpose

The purpose of this policy is to establish rules of conduct for the comfort and safety of all who use the Granby Public Library, including the Main Branch and the Cossitt Branch Library, (the Library), attend Library programs, or participate in Library events.

Patron Behavior

- Patrons will remain in public service areas. Patrons are not allowed in staff work areas without staff permission.
- Library telephones are for business use only. Staff will allow patrons to use Library telephones in emergency situations, at staff discretion.
- Activities (such as bicycling, skateboarding, running or climbing) that present safety hazards are not permitted on Library property.
- Activities (such as blocking sidewalks, doorways, or aisles) that interfere with access to the Library buildings or materials are not permitted.
- Loud, boisterous or disruptive behavior, and physical and/or verbal harassment are prohibited.
- Use of the Library's resources, including space, materials, furniture, equipment, or outlets, is subject to reasonable limitation, at the discretion of the Library staff, particularly if others are waiting or if the Library is about to close.
- The study tables, chairs, and catalog computer located in the Children's Room are reserved for use by children and caregivers only. Adults should only be in the Children's Room if they are accompanied by children/teens or using/browsing the collection.
- Service Animals are admitted, but other animals are not allowed in the Library unless part of a Library program. *See Also **Service Animal Policy**

- Smoking, electronic nicotine delivery system or vapor products, the use of open flames, and the use of illegal substances and/or alcoholic beverages are not permitted on Library property.
- Sleeping on Library premises is prohibited.
- Solicitation, vending, and distribution of petitions or surveys in the Library or on the Library grounds without prior consent of the Library Director or his/her designee is not allowed on Library property.
- Any purposeful damage done to materials, equipment, furniture, building or other property of the Library will be reported to the Granby Police Department. Any other acts or behavior that constitute a violation of local ordinances or the Connecticut General Statutes will be reported to the Granby Police Department.

Personal Property

- Patrons are responsible for their personal belongings. Bicycles should be placed on the bike rack and locked. Backpacks should be placed underneath tables or chairs, not in the aisles, and must be taken when the owner leaves the building/area.
- Personal computers and cell phones may be used in the Library as long as the use of such equipment is not disruptive to others.
- Beverages must be in covered containers. Food is only allowed when provided as part of a Library event.

General Safety

- When fire alarms sound, all patrons and staff must immediately exit the Library.

Safety of Children

- Any parent, guardian or person having custody or control, or providing supervision (caregiver), as defined by CT General Statutes Sec. 53-21a, of any child is responsible for the behavior, safety and supervision of the child in their care in the Library or on Library grounds. Refer to CT General Statutes Sec. 53-21a regarding leaving children unsupervised at the library.
- Caregivers must provide appropriate supervision based on the ages, the abilities and the levels of responsibility of the children in their care. Responsibility for children using the Library rests with their caregivers and not with Library staff.

*See Also **Unattended Children Policy**

Approved by Granby Library Board October 8, 2001

Revised November 5, 2001

Revised November 12, 2013

Revised October 12, 2021

Revised December 9, 2024