



# Pine Plains Free Library

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## Patron Code of Conduct

In order to ensure constructive use of Library facilities, materials, and services, as well as the personal comfort of all patrons, the following Code of Conduct is in effect for all Library users and staff:

- Patrons shall be engaged in activities associated with the use of a public library while in the building.
- Library materials should be returned on time and in good condition. Charges will be assessed to damaged or un-returned materials (see Library Card and Lending Policy).
- Reasonable quiet is expected. Patrons should use personal listening devices such as headphones when watching videos, listening to music, or using other technology that makes sound.
- Patrons should not engage in behavior or acts that disturb staff and other patrons using the Library such as foul language and gestures, public drunkenness, any illegal activities, yelling, fighting, running, pushing, sleeping, soliciting, loitering, or littering as well as other offensive or disruptive behavior.
- Any form of threatening or harassing behavior towards staff or patrons will result in expulsion from the building and suspension of Library privileges.
- The Library assumes no responsibility for the care and supervision of any individuals. Any children under the age of 10 and vulnerable individuals must be supervised at all times (see Children and Vulnerable Adults Policy).
- A patron who vandalizes, steals, or destroys any library material, equipment or building components as well as tampers with any Library technology hardware, software, or computer database forfeits all Library privileges and may be subject to financial liability for damages and possible civil penalties.
- Smoking and tobacco use, including e-cigarettes and vaping, is not allowed in the Library or on Library property per New York State law.
- Any unattended animal left in the Library or on Library property will be reported to animal control.
- Cars, bicycles, or other vehicles and objects cannot block or hinder entry to the Library.
- No bicycles, roller-skates, or skateboards (including hoverboards) may be used inside the Library building.

- Patrons must be fully clothed, including shoes and a shirt, and engaging in hygiene practices that do not disturb others while in the Library.
- The Library is not responsible for any personal items that get left on Library property.
- Photography and filming is allowed in the Library so long as it does not disturb others and does not infringe on the privacy rights of patrons and staff. (See Filming and Photography Policy).
- Patrons shall comply with all rules and regulations established by New York State, Dutchess County, and/or the Town of Pine Plains during periods of public health emergencies, declared pandemics, or epidemics. These rules will be publically displayed at all Library entrances including any face covering requirements.

Patrons are required to follow the direction and instruction of Library staff. Enforcement of these rules will be conducted in a fair and reasonable manner. Library staff and/or local law enforcement may intervene to stop prohibited activities and behaviors. The Library Director must be consulted before revoking the privileges of any patron.

All concerns regarding patron conduct should be brought to the attention of Library staff. Patrons, if they desire, may fill out a Patron Complaint Form for the Library Director to review and attempt to resolve. If the patron is not satisfied with the Director's, or if the Director identifies the situation as one which Board input is warranted, the complaint may be brought to the attention of the Board of Trustees.

ADOPTED: March 25, 2007

REVISED: April 15, 2013

REVISED: January 18, 2022



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## Patron Complaint Form

### Patron Information

Name: \_\_\_\_\_

Phone #: \_\_\_\_\_

Email Address: \_\_\_\_\_

Address: \_\_\_\_\_

Briefly explain your complaint below. If your complaint pertains to an incident, include in your description: the date and time of day when the incident occurred, the location in which the incident occurred, the names (if known) of any Library staff or patrons involved and the nature of their involvement, any previous efforts made by you and/or Library staff to resolve the complaint, and any other significant information regarding the nature of the complaint.

Complaint Description:

Patron Signature: \_\_\_\_\_

Name (printed): \_\_\_\_\_ Date: \_\_\_\_\_

We will attempt to resolve your complaint quickly and fairly. This form should be completed promptly and submitted to the Director. If the Director is unavailable, this form should be given to the Library staff on duty, and will be shared with the Director upon their return. Alternatively, this form may be submitted to the President of the Board of Trustees.