

Policy #8 Patron Behavior

Patrons using the library and its resources have the right to expect a safe, comfortable environment that supports the appropriate use of library services. Library staff may suspend or terminate visiting privileges for anyone who is disrespectful, uncooperative, or who displays any other behavior or action that is disruptive, destructive, dangerous, or illegal.

Minor infractions include, but are not limited to:

- or boisterous actions, including running,
- conversation that is disturbing to other individuals or employees, including but not limited to profanity or other abusive language,
- inappropriately loud use of mobile devices such as phones and personal listening devices.
- actions made to deliberately annoy others or which prevent the legitimate use of the library and its resources, including but not limited to following or staring at other individuals, initiating unwanted conversations, impeding ingress or egress from the building,
- smoking,
- attempting to access non-public areas,
- distributing literature, taking surveys, or asking individuals or employees to sign petitions or similar activities,

Major infractions include, but are not limited to:

- possessing a gun, knife, firearms, or any other weapon,
- stealing,
- fighting and other acts of aggressing,
- possessing or consuming alcohol, illegal drugs, or other lethal substances,
- intoxication,
- vandalism of personal or town property (includes graffiti)
- sexual, verbal, or physical harassment or threat to patrons or staff,
- leaving any child under the age of twelve unattended,
- violation of any federal, state, or local ordinance.

Revised June 2021
Revised May 2003
Adopted May 1994

Patron Behavior Procedures

If behavior is deemed by the staff to be dangerous or illegal, Coventry Police will be called at 911 or 860-742-7331.

1. Staff who notice disruptive patron behavior or who receive complaints from patrons regarding another patron's behavior will fill out an incident report.
2. The Director or designated acting director will review all incidents reports.
3. All incident reports will be filed in the library.
4. All incident regarding minors will involve a copy of the incident report mailed to a parent/guardian and a phone contact made by the Director or designated staff to the parent/guardian.
5. Staff implementing suspension are responsible for ensuring that necessary parties are notified and that suspension information is entered as a note in the patron's account in Bibliomation.
6. Patrons and parents of minors will reserve the right to discuss incident and implemented enforcement guidelines with staff. However, after review, the Director's (or other designated acting director's) decision is final.
7. Booth & Dimock Memorial Library reserves the right to exercise additional disciplinary actions against any individual found guilty or entering a guilty plea associated with physical violence or sexual offense.

Enforcement Guidelines:

Minor Infractions:

Offense	Document with Incident Report	Notify Parents if Under 18	Disciplinary Action
1 st Offense	YES	YES	Verbal warning issued to patron
2 nd Offense	YES	YES	Suspended for the remainder of the day
3 rd Offense	YES	YES	Suspended for two weeks

Major Infractions:

Offense	Document with Incident Report	Call Police	Notify Patents if Under 18	Disciplinary Action
1 st Offense	YES	YES	YES	Suspended for at least one month
2 nd Offense	YES	YES	YES	Suspended for at least three months
3 rd Offense	YES	YES	YES	Requires Director or Board approval to return

Revised June 2021
Revised May 2003
May 1994