Hagaman Memorial Library

Patron Behavior Policy

Mission Statement

The East Haven Library Inc., colloquially known as the Hagaman Memorial Library, is a center for community enrichment and, as such, seeks to provide information, resources and programs for lifelong learning, and to improve to the quality of life of local residents through access to an excellent collection of materials in multiple formats, current technology, and cultural and other programming opportunities.

Purpose

In order to maintain a comfortable and safe environment for all staff and visitors, this policy of the Hagaman Memorial Library (the "Library") has been established to inform members of the public, librarians, and library staff members on appropriate behavior within the library, on library grounds, and in any online forums. The purpose of this policy is to maintain a comfortable and useable library environment, to facilitate access to Library Services for all.

Conduct of Library Patrons

Welcome to the Hagaman Memorial Library. We strive to create a space where all are welcome, and we ask that visitors use the Library in a way that is respectful of the rights of the staff and other patrons. In the Library, you are welcome to:

1. Use our computers and Library materials within the building.
2. Check out items for use at home with any valid Connecticut Library Card.
3. Explore all public spaces in our building, unless otherwise occupied for a program or otherwise restricted by age group.
4. Find a comfortable space to sit and read, study, visit with friends, play a board game, or accomplish other small group tasks.
5. Ask Library staff to help you with any library-related questions and activities.
6. Attend library programs and participate in other Library activities.
7. Eat or drink in designated areas.
8. Speak in a volume appropriate for small group conversations.
9. Use your cell phone respectfully.

As guests of the Library, patrons of all ages are expected to treat the Library staff, Library Director, and other guests with courtesy and respect at all times. Offensive, abusive, or threatening language and behavior will not be tolerated. Patrons are also expected to be respectful of Library property and the property of others.

Some behavior has been strictly prohibited at the Library and on Library grounds, and may result in an immediate expulsion from the Library for the day at the discretion of a Library Supervisor,

and/or future bans and legal consequences, at the discretion of the Library Director. This includes:

1. Committing or attempting to commit any activity that would constitute a violation of any federal, state or local criminal statute or ordinance.
2. Physical abuse, assault, purposefully destructive behavior, or the use of abusive, insulting, harassing, or threatening language to any person in or around the library premise, at any time.
3. Possession, use, or sale of weapons, firearms, or explosives on Library property. Carrying weapons of any kind is banned with the exception of on-duty law enforcement officers.
4. Engaging in aggressive or hate speech.
5. Engaging in sexual activity.
6. Disorderly conduct.
7. Smoking or vaping on Library property (Ord. No. 1120, 7-2-19)
8. The use of intoxicating substances including alcohol, marijuana, or inappropriate use of controlled substances (Ord. No. 900, § 8.1, 5-7-12)
9. Damaging, defacing, or misusing Library materials, equipment, or facilities. Defacing town property and littering are violations of Town Ordinance Sec. 10-57, Sec. 10-58 and sec. 10-59.
10. Solicitation that does not have prior authorization from the Library Director, or does not meet the limited definition of acceptable solicitation below.
11. Use of rollerblades, skateboards, bicycles, or other similar devices inside the Library building or left blocking any walking paths or doorways.
12. Behavior that Library Supervisors or the Library Director determine are interfering with the ability of other patrons to use the Library.

Be aware that Library staff are required to call police or other authorities to intervene in any incident of the above behaviors in which they feel there is any element of risk to safety. If an individual's behavior interferes with the orderly and efficient operation of the Library as a whole, or if their behavior violates the rules outlined in any of the Library's written policies, corrective disciplinary measures will be taken, which may include immediate expulsion from the Library at the discretion of a Library Supervisor, and/or a temporary or permanent ban from the Library, and potential legal action, at the discretion of the Library Director.

Library Spaces & Noise Policy

The Library is primarily a shared social space which meets many varied needs, including providing room for members of our community to collaborate, learn, and play. Some areas within the Library may also be designated as Study Zones, which are more appropriate for quiet reflection, reading, and individual study.

Whether engaging in quiet activities or social pursuits, all guests are asked to keep their volume respectful, and to be mindful of others. Patrons are expected to comply with any request from any Library Staff member to change their volume, language, or behavior on the first request. A second request may result in temporary expulsion from the Library by a Library Supervisor.

If you have a complaint about noise, please speak to a staff member rather than discussing it with

other patrons directly. A quieter area may be provided for you to work.

Food & Beverage Policy

The library is a shared social space where members of our community are encouraged not only to browse materials, but to attend programs and to spend time. As such, foods and beverages are allowed inside of the Library, as long as they are carried and consumed respectfully, and in compliance with the rules outlined below. In order to provide a clean and comfortable environment for all, guests are asked to adhere to the following guidelines:

1. Please keep all beverages in covered containers to prevent spills, such as travel mugs with lids.
2. Food is allowed inside the Library's Meeting Rooms and in certain designated areas, including the Young Adult Room, Reading Room, and Café Space. If you are unsure of where to find these designated areas, please ask a Library Staff member for directions.
3. Uncovered beverages are only permitted inside the Library's five Meeting Rooms as part of a Library program or other approved use of space.
4. You are expected to clean your own mess. If you need assistance, please notify Library staff immediately. Staff will provide you with appropriate cleaning supplies.
5. Please carry all food garbage to the dumpster in our parking lot on exiting.

Refreshments in the library are a privilege which can be suspended at any time. The Library reserves the right to ask any user to remove their food or beverage from the Library. Failure to comply with these rules or Library Staff instructions regarding the consumption of food or beverages constitutes a violation of the Library's Patron Behavior Policy, and may result in corrective disciplinary measures, including immediate expulsion from the Library at the discretion of a Library Supervisor, and/or a temporary or permanent ban from the Library, and potential legal action, at the discretion of the Library Director.

Personal Property Policy

Patrons are responsible for their own personal property; the Library does not accept any liability for personal items. Please plan accordingly.

Patron Dress Code & Hygiene Policy

The Hagaman Memorial Library is a public facility; for purposes of safety and hygiene and to conform to community standards, library patrons are expected to wear appropriate attire. Patrons must wear a covering on their upper and lower bodies (such as shirts, blouses, pants, outer shorts, skirts, or dresses) and shoes. Exceptions will be made for children under the age of 3 years old in strollers, carriers, infant seats, or other carrying devices. Swimsuits, unless completely covered, are not considered proper attire. Clothing must be zippered, buttoned, or fastened to avoid indecent exposure.

Roller skates, roller blades, metal cleated sport shoes, or other items of attire that can cause injury, damage the floor, or contribute to disruptive noise will also not be permitted in the library.

Poor personal hygiene that disrupts others or causes harm to the Library environment is not allowed, and patrons may be required to leave the building. Patrons who are wearing wet or soiled clothing that can be transferred to other patrons, library furnishings, or equipment will not be permitted in the library. We ask you to please ensure that you maintain good personal hygiene habits before and while visiting the Library.

Solicitation Policy

Distribution of unauthorized materials and solicitation of business, donations, or any form of profit is prohibited inside of the Library. Any behavior of a purely commercial nature by outside parties or those designed for the solicitation of business are prohibited. Nonprofit or community partner solicitation on the Library grounds may be allowed in special limited circumstances, with prior approval from the Library Director and Town Hall.

Non-Harassment Policy

An environment of mutual respect is in the best interest of the Library because it allows us to direct our energies to moving forward as a community. It is the policy of the Library to maintain a cooperative environment. Harassment or disrespectful behavior will not be tolerated, and may result in a ban at the discretion of the Library Director. Negative and mean-spirited personal opinions, comments, and attitudes are not welcome in the Library.

Harassment can take many forms, including: slurs, epithets, threats, derogatory comments or visual depictions, unwelcome jokes or teasing. Sexual Harassment violates Title VII of the Civil Rights Act as well as Connecticut General Statutes Section 46a-60(a)(8). The Library prohibits all forms of harassment by or against its employees, volunteers, visitors, and other third parties.

The Library's policy against harassment applies to both in-person and virtual forums. For more information see the Online Patron Behavior Policy, below.

Online Patron Behavior Policy

In interacting with the Library through any online channels, including but not limited to instant message, email, discord, and social media, patrons are expected to adhere to behavior guidelines, similar to those required to use our physical space. Electronic harassment can be identified as repeated, unsolicited, threatening behavior by a person or group using internet technology with the intent to bother, terrify, intimidate, humiliate, threaten, harass, or stalk an individual.

Online actions have real consequences. Failure to comply with the following policies may result

in a temporary or permanent ban from participating with the Library online and in person, at the discretion of the Library Director. In addition, parents of minors and/or authorities may be notified of any behavior that violates the law or guidelines laid out below. The following guidelines apply:

1. Be kind, courteous, and respectful to yourself, other patrons, and library staff.
2. Keep your personal information safe and protected, practicing online safety at all times.
3. Remember that PG-13 restrictions apply to online communications with the Library. You may not post, share, or link to inappropriate content.
4. Do not use derogatory language towards race, ethnicity, country of origin, religion, sexuality, sex, or gender identity.
5. Do not engage in acts of bullying, including aggressive, unwelcome, or malicious behavior or comments with the intention of causing physical, emotional, psychological, or social harm.
6. Do not share comments, pictures, videos or other content intended to demean, harm, or embarrass another person.
7. Do not impersonate another individual.
8. Do not share anyone else's personal information, such as full name, phone number, or address.
9. Report any acts of online bullying, inappropriate language, or questionable behavior to a Library staff member rather than trying to resolve the issue yourself. Notify a Library staff member so appropriate actions can be taken.

Photography & Videography Policy

The Library is a shared space where patrons and Library Staff have the right to receive information, read, socialize, and work free from harassment, intimidation, or threats to their privacy rights, safety, and well-being.

In order to provide Library guests and staff with the safest and most pleasant Library experience, those wishing to use cameras or other recording equipment within the Library or on Library grounds must have their request approved in advance by the Library Director.

Those wishing to photograph or videotape children must have both written permission of the Library Director and a written release signed in advance by each child's legal guardian. Those photographing or videotaping adults must have written permission from the Library Director and verbal permission from the subject.

Library access by photographers may be limited either by time constraints or to specific areas depending upon such impact or effect such sessions could have upon other library users.

Those not following this policy may be expelled from the Library at the discretion of a Library Supervisor, and/or banned from future visits at the discretion of the Library Director. Please be aware that authorities may be called for any unauthorized photography.

Library staff have the right to photograph, film and record library events and customers for promotional use only in print, online and video, with the permission of the Library Director.

Visitors to the library, or anyone participating in any library event being captured on film or by photograph, will be advised verbally or through signage that their participation acts as consent to being photographed, filmed or recorded, unless they indicate otherwise to Library staff. If you have a concern about being recorded, please speak to Library staff or the Library Director before visiting the Library. The above policy applies to open, public events. Closed events such as class visits require releases and/or permissions from the supervisor of the visiting organization.

Good Housekeeping Policy

Good housekeeping habits help to provide a safe, comfortable space for all Library patrons. You are expected to keep your belongings tidy while visiting the Library, and keep walkways clear. You are also expected to clean any mess you make in the Library. If you need assistance, please notify Library staff immediately. Staff will provide you with appropriate cleaning supplies.

Smoking & Vaping

Smoking and vaping are not permitted in any area of the building or on Library grounds (Ord. No. 1120, 7-2-19).

Animals Policy

The rules governing animals at the Library are as follows:

1. Patrons are only allowed to bring trained service animals into the Library. Service animal means any dog or miniature horse that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other disability. Other species of animals are not service animals for the purposes of this definition.
2. All service animals must be under the full control of their handler at all times. Service animals must be on a leash or harness at all times. If the service animal cannot be leashed or harnessed it must be at the handler's side and under control at all times. The Library reserves the right to ask you to remove a service animal if it is not being properly controlled.
3. If it is not immediately clear to a Library staff member if an animal is a Service Animal, they will not ask about a person's disability, require medical documentation, require a special identification card or training documentation, or ask that the animal demonstrate its ability to perform the work or task. However, they are permitted to ask the following questions:
    a. Is this a service animal required because of a disability?
    b. What work or task has this service animal been trained to perform?
4. The responsibility for care and supervision of a service animal rests solely with their person. The Library is not responsible for providing any staff member to walk the service animal or provide any other assistance.
5. The Library reserves the right to exclude or remove a service animal if:
    a. The service animal is out of control and/or the service animal's handler does not effectively control the service animal's behavior

b. The service animal is not housebroken
c. The service animal poses a direct threat to the health or safety of others that cannot be eliminated by reasonable modifications, or the service animal is an impediment to a library service, program, or activity

6. The handler and/or owner is liable for any damage to library or personal property and any injuries caused by the service animal.
7. All patrons are reminded that the Library is a shared space and, from time to time, Library staff may choose to allow other animals to be present in the Library, often as part of Library Programs or other service. If you have severe allergies or other concerns, please speak to the Library Director before your visit.

Children's Policy

The Library supports the right of parents and guardians to supervise their children's behavior, safety, and material choices; the library does not act *in loco parentis* (in place of parents). Parents or guardians are expected to look after and supervisor their children at all times when visiting the library, and are responsible for their child's behavior at all times while in the Library and on the Library grounds. Children under 12 must be supervised by an adult caregiver who is at least 18 years of age at all times. Children and teens are expected to follow the same rules of behavior as other library patrons. The Library is not responsible for the care or supervision of unattended children. Parents and guardians should plan accordingly. For more information, see the Library's full **Unattended Children Policy.** which is available on the Library website.

Loitering

Blocking the entryways, vestibules or staircases is prohibited. Be aware that disruptive groups congregating outside the building may be asked to disperse, and the Police will be notified.

Cell Phone Use

The Library understands that using a phone may be necessary in the Library from time to time. When you need to make a call, we ask that you be considerate and respectful of others. Use the following guidelines to assess your own behavior:

1. Please put your phone on vibrate or silence when inside the library, if possible.
2. Use a respectful volume, and be aware of the needs of other patrons around you.
3. Do not use your phone at the public service desks or inside Library programs or events.
4. Limit the use of phone calls in quiet study area or at Library computers to 3 minutes or less, at a quiet volume. If you need to take an extended call or use full volume while using a computer, please discuss this with Library Staff. Alternative arrangements may be available for you, so you do not disrupt other patrons.
5. If you need a private space for a phone call, please ask Library Staff. Alternative arrangements may be available for you.
6. If you have a complaint about noise from another patron taking a call, please speak to

Library staff rather than confronting them directly.

If you are found to be disrupting other patrons or failing to comply with the rules above, you may be asked to leave at the discretion of a Library Supervisor.

Accidents Policy

It is the policy of the Library to call emergency services to evaluate any patron or staff injured in any accident on Library property. If you have been injured, please report this to staff as soon as possible so that we can report it to emergency services. Deciding whether to go with EMTs for further treatment is at the discretion of the patron and emergency services.

Indemnification and Hold Harmless

The Library, Library Board, Library Director, Library staff, and agents are not liable for any claims arising from the use of this facility. Library users agree to indemnify and to hold harmless The East Haven Public Library, the Library Board of Trustees, Library staff, the Library Director, and the Town of East Haven from any and all claims, actions, causes of actions of any kind which may arise out of the use of the room by such group or individual. This is in accordance with the Town's Ordinances which are required for use of any town facility (Ord. No. 900, § 9.1, 5-7-12).

In Addition

Violators of any of the rules outlined in this or any other Library policy, or those found by Library staff to be repeatedly making our communal social space harder to use for other patrons, may be excluded from the Library as a matter of administrative policy. Library Supervisors may ask patrons to leave at any time, for any reason. A repeat offender may be barred permanently from the Library, at the discretion of the Library Director.

Library staff members are authorized to call peace officers at any time if they feel safety of patrons or staff is in question, and to enforce the following sections of the Connecticut General Statutes:

1. Enabling legislation for library rules and regulations
2. Local Libraries CGS Sec. 11-20
3. CGS Sec. 11-32
    a. State Library CGS Sec. 11-1b
    b. Selected Criminal Statutes
    c. Public Indecency CGS Sec. 53a-186
    d. Breach of Peace CGS Sec. 53a-181
    e. Disorderly Conduct CGS Sec. 53a-182
    f. Threatening CGS Sec. 53a-62
    g. Harassment CGS Sec. 53a-183

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