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Code of Conduct Policy

The East Greenbush Community Library welcomes all visitors to enjoy our facilities, collections, programs, and services. This Code of Conduct ensures that everyone has a positive and safe experience. It applies to all library services, including attendance at the library, which are non-library sponsored; whether in person, on library property, in the community, or through our digital channels, including the website, social media, and communication by phone, chat, or email.

General Expectations for Library Visitors

Library visitors are expected to:

- **Be safe.**
- **Be respectful of other visitors, staff, and volunteers.**
- **Be respectful of library property.**
- **Obey the law.**
- **Comply with requests from library staff.**

Library staff will intervene in situations that threaten safety, disrupt the rights of others, involve the misuse of library resources, or constitute illegal activity. If minors are involved, the library may request identification and notify the parent or guardian. Visitors who fail to comply with staff instructions or respond abusively may be asked to leave the premises immediately. If they refuse, law enforcement may be summoned.

Enforcement

These rules are designed to ensure the comfort and safety of all visitors. Library staff may conduct wellness checks when required. Staff will courteously and firmly enforce the policy.

Consequences of Violating the Code of Conduct

The East Greenbush Community Library enforces a **tiered intervention system**. The goal is to maintain a safe and respectful environment for all visitors while providing fair opportunities for corrective action.

Tier 1: Verbal Warning

- **Applicable to:** Minor, first-time infractions (e.g., excessive noise, minor disruptive behavior).
- **Action:** Library staff will explain the violation and request a change in behavior.
- **Documentation:** Library staff may note the incident internally for future reference, but no formal report will be filed.

Tier 2: Formal Warning

- **Applicable to:** Repeat minor offenses or more disruptive behaviors (e.g., continued disruptive noise, minor property damage).
- **Action:** A formal warning will be issued. The patron may be asked to leave the library for the remainder of the day.
- **Documentation:** A written incident report will be filed, detailing the nature of the offense and the interaction.

Tier 3: Temporary Suspension

- **Applicable to:** Serious violations or repeated offenses after a formal warning (e.g., aggressive behavior, harassment, misuse of library property, or failure to comply with staff instructions).
- **Action:** The visitor may be suspended from the library for a period ranging from 1 day to 1 month, depending on the severity and prior history.
- **Documentation:** A detailed **incident report** will be filed. If the suspension is longer than one day, the patron will be formally notified in writing by the Library Director or designee.
- **Parent/Guardian Notification:** If the suspended patron is under 18, a parent or guardian will be contacted and informed of the situation. Future library access will require a discussion between the parent/guardian and the Library Director.

Tier 4: Extended Suspension or Permanent Ban

- **Applicable to:** Major violations, criminal activity, or repeated serious offenses (e.g., physical assault, sexual misconduct, theft, severe property damage).
- **Action:** The visitor may be suspended for an extended period (up to 1 year) or permanently banned from the library, depending on the nature of the offense.
- **Documentation:** A comprehensive **incident report** will be filed. The Library Director will investigate and notify the visitor in writing of the suspension or ban, detailing the reasons and duration.
- **Police Involvement:** Law enforcement may be called for serious violations, and the library will cooperate with investigations.

Tier 5: Legal Action

- **Applicable to:** Criminal offenses, threats to staff or public safety, or repeated defiance of library bans.
- **Action:** The library reserves the right to pursue legal action, including the filing of criminal charges.
- **Documentation:** All related incidents will be documented, and law enforcement will be involved as necessary.

Incident Reporting Process

Incident Report Filing

For any violation beyond a verbal warning, library staff are required to file an incident report. These reports will be documented in a library incident log, including:

- Date and time of the incident.
- Description of the patron's behavior.
- Actions taken by staff.
- Witnesses, if any.
- The outcome or next steps (e.g., formal warning, suspension).



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Review and Escalation

- Staff Review: Incident reports will be reviewed by the Library Director or designee to determine appropriate next steps.
- Director Involvement: For suspensions longer than one day or permanent bans, the Library Director will notify the patron formally.

Appeals Process

- Visitors who are suspended or banned from the library may submit a written appeal within 48 hours of receiving written notice, to the Library Director or the Board of Trustees. Appeals will be reviewed, and a decision will be communicated in a timely manner.

Communication

- Library staff are responsible for addressing violations courteously but firmly, following the tiered intervention system.
 - All visitors are expected to follow staff instructions and cease prohibited behavior when requested. Failure to comply will result in escalation according to the outlined tiers.
 - Parents and guardians of minors will be informed when necessary to address conduct issues involving youth.
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General Expectations for Library Conduct

Be respectful of other visitors, staff, and volunteers

Comply with requests from library staff

Be respectful of library property

Obey the law

Be safe

Examples of Prohibited Behaviors

Unsafe or Disruptive Behavior	Misuse of Property or Privileges	Illegal Activities	Failure to Follow Staff Instructions
Conduct likely to cause injury to oneself or others	Activities inconsistent with typical library uses	Threatening, harassing, or assaulting staff or other visitors	Failure to comply when asked to stop a prohibited behavior
Blocking staff or visitors' free movement	Damage to library property or the property of others	Sexual misconduct or harassment	Refusing to leave when asked due to a violation of library policies
Lewd, vulgar, obscene, hostile or aggressive language or expression	Posting signs, advertisements, or other materials without library approval	Illegal drug use or possession. Possession or consumption of alcoholic beverages in violation of applicable law or Library policy, including open containers of alcohol.	Refusing to leave when library staff directs that library is being evacuated or closed
Disruptive verbal or physical behavior	Unauthorized campaigning, petitioning, or soliciting inside the library	Viewing or distributing obscene or illegal content, including pornography	
Use of incendiary devices (candles, lighters, etc.)	Unauthorized sales on library property	Theft or vandalism	
Consuming food or drinks in a disruptive manner or by the computers, not cleaning up	Misuse of restrooms, including bathing, shaving, washing clothes, sleeping, or engaging in sexual activity	Smoking or vaping on library property	
Inappropriate attire. Shoes and shirts are required	Hiding or misusing library materials	Possession of guns, pistols, or other weapons	
Any activity or substance posing a health hazard to visitors or employees	Parking bicycles or other vehicles in non-designated areas		
Unauthorized solicitation or sales	Entering staff-only areas without permission		
Sleeping in the library, especially lying down or putting feet on furniture	Remaining in the library after closing time		
Being noticeably under the influence of substances	Camping or using library property for living purposes		
Noise from electronic devices, speaking loudly, singing, snoring, or using a cell phone on speaker	Obstructing, blocking, or monopolizing sidewalks, entrances, or other spaces on library property		
Leaving personal belongings unattended or monopolizing	Using rollerblades, skateboards, scooters, or		



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seating or space with personal items	other outdoor recreational items indoors		
Engaging in sexual activity on library property	Misusing or abuse of strollers, wheelchairs, and walkers		

Alcohol Exception for Board-Approved Special Events

Alcoholic beverages may be permitted on Library property only at Board-approved special events conducted in full compliance with applicable federal, state, and local laws and in accordance with the Library’s Special Events & Alcohol Use Policy.