Acceptable Patron Behavior – Code of Conduct

The Board of Library Trustees of the Garden City Public Library has the responsibility to provide a pleasant, orderly facility conducive to use of the Library and its grounds, materials and services. Use of the Library and its grounds is limited to those groups and individuals actually using library materials and services, or engaging in other library programs. Persons not engaged in these activities and/or acting in an inappropriate manor may be required to leave the building by the Library Director or Librarian-in-Charge.

The administration has the responsibility for maintaining order in the Library and on its grounds to assure a pleasant experience for all users. To meet this responsibility, the staff may need to intervene in situations at the Library that 1) present danger to the safety of persons or property; 2) interfere with the rights of others; 3) constitute disturbing or inappropriate uses of the Library, or 4) involve the commission of illegal acts.

These rules have been adopted for the comfort and protection of all those using the Library and its grounds, and Library materials and services. They will be courteously, but firmly, enforced by Library staff. We ask your cooperation in maintaining a pleasant atmosphere, conducive to the effective use of the Library, its grounds and Library materials and services. If a patron is confronted with the violation of any of these rules, he/she should immediately inform a staff member. Expulsion from the Library and/or loss of Library privileges may result from violations.

The following rules shall apply:

a) Disruptive behavior will not be permitted in the Library, or on its grounds. This includes disorderly conduct, whether intentional or inadvertent, that interferes with the use of the Library by patrons, or interferes with Library staff’s performance of their duties, physical abuse or threatening language and misuse of Library furnishings. Prohibited disruptive behavior also includes staring at another person with the intent to annoy that person, following another person within or out of the building with the intent to harass that person, playing audio equipment so that others can hear it, singing or talking to others or in monologues, or by behaving in a manner which reasonably can be expected to disturb other persons.

In the event that a patron’s behavior is deemed to necessitate police intervention:

1) The Library Director or Librarian-in-Charge will immediately contact the Garden City Police Department for assistance. The Chair and Vice-chair of the Library Board of Trustees will be notified whenever police are contacted.

2) The Library Director or Librarian-in-Charge will obtain the names and addresses of all persons involved including any witnesses.
3) The specific infraction will be described in full in an incident report by the Library Director or Librarian-in-Charge.

4) The Chair of the Library Board of Trustees will be immediately notified of the nature of the infraction and of the method of resolution.

5) The Director and the Chair of the Library Board of Trustees will take action as to temporary suspension of services or appropriate discipline. The temporary discipline will be handled by the Library Director with the approval of the majority of the Library Board via email or phone within 24 hours. The Board will vote to extend the discipline at the next Library Board meeting after the incident. The patron involved will receive a registered letter addressed to their residence relating to the problem and the discipline determined. If the letter is undeliverable or if the address is unknown, it will be kept in the Circulation Department until the patron returns to the Library. At that time, the letter will be handed to the patron and the Library Director will be informed. If the address is not known, the Library Director or Librarian-in-Charge will then meet with the patron and a Library staff member to serve as a witness. The patron will not be allowed to remain in the building.

If suspended or banned, the patron will have a right of appeal to the Library Board. However, the patron may not use the Library building and grounds until the appeal is heard. The patron shall write a letter of appeal to the Board, and the Board will then set a date for a hearing. Either the Library Director or the Library Counsel shall provide the patron and/or his/her attorney with all relevant information.

b) Soliciting is prohibited in the Library, or on its grounds.

c) Persons committing theft, vandalism or other illegal acts in the Library, or on its grounds, will be also subject to prosecution.

d) Service animals are the only animals permitted in the building.

e) Smoking and vaping substances of any kind is prohibited on Library grounds (including the Library parking lot) and anywhere in the Library building including the entrance lobby, meeting rooms, restrooms and Step Down Café.

f) Patrons may talk on their cell phones only in the entrance lobby, the Step Down Café and outside of the Library building. Other cell phone use (email, texting) may be acceptable, and is at the discretion of the Library Director or Librarian-in-Charge, only if it is not disturbing to other patrons. Cell phones must be placed in silent mode.

g) Eating is not permitted in any public areas of the Library building except in the Step Down Café, and at duly approved meetings or Library programs when so
requested by the sponsor. Drinking is allowed using a covered container in any public areas of the building except in the Computer Lab. Alcoholic beverages are not permitted at any time on the Library grounds and in the Library building.

h) Appropriate attire must be worn at all times in the building and is at the discretion of the Library Director or Librarian-in-Charge.

i) Patrons whose bodily hygiene is offensive so as to constitute a nuisance to other persons may be required to leave the building.

This Code of Conduct may be amended from time to time as deemed fit by the Board of Library Trustees.

Adopted: January 13, 2004
Amended: July 13, 2009
November 9, 2015
January 11, 2016
February 12, 2018
June 10, 2019