

PATRON CODES OF CONDUCT

GENERAL CONDUCT

Appropriate behavior shall be required in the Philmont Public Library (Library) and on its grounds at all times. Reasonable quiet shall be expected, especially in designated study areas. No patron may disturb others using the Library.

Misconduct such as the use of foul, offensive, or threatening language and gestures, bullying, harassment, loud talking or laughing, running, pushing, fighting, and other violent or offensive behavior shall not be allowed on Library property. The Library has the right to prohibit groups from congregating in or around the building unless these groups are participating in Library activities or programs. Sleeping, loitering, littering, soliciting, bringing in weapons (including children's toys), and damaging property are prohibited.

A library patron who vandalizes, steals, or destroys any library material, equipment, fixture, furniture, or building component, or who uses same in a manner inconsistent with customary use, or in a destructive, disruptive, abusive or potentially damaging manner likely to cause injury to the patron or others, may be subject to forfeiture of all library privileges, will be subject to financial liability for damages, and may be subject to criminal and/or civil penalties. Parents and/or legal guardians of minors will be legally and financially responsible for damages by minors.

Misconduct on Library grounds shall, at the discretion of Library staff, result in patrons' expulsion from the Library and, if appropriate, notification of the police.

During a pandemic, the Pandemic Protocol Policy shall take precedence over all other provisions of this policy.

DRESS AND PERSONAL HYGIENE

Patrons of the (Library) shall be fully clothed, including footwear, and shall maintain a generally acceptable standard of personal hygiene. Dress and personal hygiene which may offend other patrons or staff shall be considered inappropriate. Acceptable standards of dress and personal hygiene shall be determined by the Library staff. Violation of acceptable standards may result in the staff's request for patrons to leave the Library.

During a pandemic, the Pandemic Protocol Policy shall take precedence over all other provisions of this policy.

FOOD, BEVERAGES, SMOKING, AND DRUGS

The consumption of food and beverages is prohibited within the Library, with the exception of the Cultural Center. Food and beverages may be consumed on Library grounds as long as the carry-in, carry-out policy is strictly observed. This also applies to all containers, supplies, and clean-up materials.

Alcoholic beverages and illegal drugs are prohibited in all areas of the Library's building and grounds.

In accordance with New York State and local laws, the Library and its property are smoke-free areas.

At the discretion of the Library staff, violation of these policies may result in expulsion from the Library and, if appropriate, notification of the police.

VIDEO AND AUDIO RECORDINGS

No one shall be allowed to make video and/or audio recordings on the property of the Philmont Public Library with the intent to publish or place them on social media without the express permission of the Director. Said permission shall be granted or denied at the discretion of the Director. This does not apply to recordings made in conformity with the New York State Open Meetings Law.

PHONE USE

Library telephones are primarily for the use of the staff for Library business. Cell phone use in the Library shall be limited to emergencies and situations involving the personal safety of patrons and staff. Patrons' use of either type of phone shall be acceptable only at the discretion of the Library staff.

YOUNG PATRONS

No children aged 12 and under may be left unattended in the Philmont Public Library (Library) or on Library grounds for periods of longer than 10 minutes, with exceptions at the discretion of the staff.

Children under the age of 16 shall not be permitted on Library property during school hours, unless accompanied by a parent, teacher, or legal guardian.

Decisions as to whether or not to require children's supervision by parents or legal guardians during Library programs, tutoring sessions, or other non-profit events will be at the discretion of the Director and/or staff.

VULNERABLE ADULTS

A vulnerable adult is an individual over the age of 18 who is mentally or physically challenged to a degree that may significantly impair that person's ability to provide adequately for his personal needs and manage his behavior without assistance.

A parent, guardian or caregiver 18 years of age or older must be responsible for monitoring the activities and managing the behavior of vulnerable adults during their visits to the Library.

Physically challenged adults who are capable of providing for their own needs are welcome to remain in the Library.

PATRONS WITH DISABILITIES

The Philmont Public Library complies with the Americans with Disabilities Act of 1990, Public Law 101-336 (ADA), which prohibits discrimination on the basis of disability. The ADA, as applied to cities, counties, and other local governmental entities, requires that no qualified individual with a disability shall, on the basis of a disability, be denied the benefits of local government services, programs, or activities.

The Library offers the same services to patrons with disabilities as to all other segments of the population. In addition to those services, the Library acts as facilitator between the patron and Services to the Blind and Physically Handicapped, and welcomes service animals in the Library.

PETS

Pets shall be permitted in the Library at the discretion of the Director and/or the Library staff.
Patrons are expected to clean up after their pets.

PATRON COMPLAINTS

While the Library strives to provide the highest levels of satisfaction and service to its patrons, the BOT recognizes that occasionally a patron may wish to make a complaint.

A Library patron may choose to start by making his complaint on an informal, oral basis to the Library's staff. If the patron chooses not to do so, or if the complaint does not lend itself to informal resolution, the patron should request and complete a Patron Complaint Form (Appendix D). The Director shall promptly review the completed Complaint Form and, where appropriate, attempt to resolve the complaint directly and provide a written response to the patron.

If the patron is not satisfied with the response provided, and/or if the Director decides that the situation warrants the input of the BOT, either or both parties may bring the written complaint to the attention of the BOT. A patron desiring to do so may also request an opportunity to address the BOT at one of its monthly meetings.

The BOT shall promptly review a complaint presented to it, provide a written response to the complainant, and take any further remedial action warranted by the particular circumstances.

The decision of the BOT with respect to a complaint will be final.

PROGRAMMING

The purpose of Library programs is to provide additional opportunities for information, learning, community engagement and enrichment. The Library does not allow programming that is solely for commercial, religious, or political purposes. Library sponsorship of a program does not constitute an endorsement of the content of the program or views expressed during the program.

The Director is responsible for programming. The Library welcomes opinions from patrons regarding programming. If a patron has a concern or question about a program, he should discuss the matter with the Director in person or by written request.

TUTORING

Tutoring is an activity that relates to the Library's role as an educational support center. The use of the Library's space is permitted for non-profit volunteer tutoring only.

Space for sanctioned tutoring activities is subject to availability. At the discretion of the Director, permission may be denied due to the Library's needs or to space constraints.

The Director has final discretion as to whether an activity qualifies as tutoring and is permissible under this policy.

Each tutor must submit a Reservation Form (Appendix A), a Use Agreement Form (Appendix B), and a Tutoring Reservation Form (Appendix C).

The Director has final discretion as to whether the tutor is reserving excessive time to the detriment of others who may wish to reserve the same space. There is no limitation to individual tutoring in other areas of the Library without a reservation.

The Library is not to be used as a classroom or office space but as a quiet and safe workspace for students to receive instruction. Conversations or instruction should not be loud enough to distract other Library users.

Tutors may not publish or distribute advertisements or letters identifying the Library as their place of doing business or imply Library sponsorship of their activities.

The Library does not sponsor, recommend or assume liability or responsibility for the work and/or activities of the tutor. All arrangements must be made between the student and the tutor. Tutors are responsible for establishing communication protocols for their students and their parents. Library staff shall not make or cancel appointments between students and tutors, nor relay messages on their behalf. Tutors and students must bring their own supplies.

Tutors and students are expected to abide by all of the Library's Patron Policies. Children under the age of 18 who are tutored in the Library are the responsibility of the tutor while on Library property until they are released to a parent, guardian, or someone providing authorized transportation.