

## **Code of Conduct Policy for Patrons, Employees, and Volunteers**

### **Elizabeth B Pert Library Hector, NY**

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#### **Introduction**

Elizabeth B Pert Library is dedicated to providing a welcoming, inclusive, and respectful environment for all who visit or work at the library. This Code of Conduct Policy outlines the expected behavior of both patrons and employees to ensure the safety, respect, and enjoyment of all individuals within the library's space. It is intended to create an environment that fosters learning, collaboration, and access to library resources, while maintaining a professional and positive atmosphere for everyone.

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#### **1. Expected Conduct for Patrons**

All library patrons are expected to:

- **Respect Library Staff and Patrons:** Treat library staff, volunteers, and fellow patrons with respect, courtesy, and kindness. Verbal or physical abuse, harassment, or intimidation will not be tolerated.
- **Maintain a Quiet and Respectful Environment:** Refrain from making loud noises, engaging in disruptive behavior, or disturbing other patrons. The library is a space for reading, studying, and quiet reflection, and noisy or disruptive behavior interferes with the mission of the library.
- **Library Card Requirements:** Each borrower must have a current application card, valid for one year, on file before withdrawing books. Children under eighteen years of age must have a parent's signature of approval on the application card. Any child aged five or under may borrow books on a parent's card. Each borrower is assigned a number. This is designed to protect the borrower's confidentiality in the use of library materials.
- **Use Library Resources Appropriately:** Patrons should use library materials, furniture, computers, and equipment in a responsible manner. Any damage to or theft of library property will be subject to appropriate consequences, including possible fines and suspension of library privileges. The borrower is financially responsible for all borrowed materials on their card and must compensate the library for repairs or replacement of damaged or lost materials. The usual loan period for most items is three weeks.
- **No Smoking, Alcohol, or Drugs:** The consumption of alcohol, smoking, or use of illegal drugs is strictly prohibited inside the library building and on library property.
- **Food and Drink Guidelines:** Patrons may bring small snacks and non-alcoholic beverages in containers with lids. However, large meals, messy foods, and drinks without lids are not permitted near library materials, computers, or equipment.
- **Respect for Library Hours and Spaces:** Patrons must comply with library hours of operation and exit the premises at closing time. All library spaces, including study areas, and public seating areas, must be used in accordance with their intended purpose.

- **Personal Belongings:** Patrons should be mindful of their personal belongings, as the library is not responsible for lost or stolen items. Bags, large backpacks, or bulky items may be subject to inspection at the library's discretion.
- **Compliance with Library Policies:** Patrons are required to follow any additional rules or procedures established by the library for specific programs, services, or spaces.
- **Respect Library Staff and Volunteers:** when telephoning or visiting the library. All patrons must comply with the library's harassment and code of conduct policies.

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## 2. Expected Conduct for Employees and Volunteers

All library employees and volunteers are expected to:

- **Provide Excellent Customer Service:** Treat all library patrons with courtesy, respect, and professionalism. Employees and volunteers should respond promptly to patrons' needs and inquiries while maintaining a helpful and friendly attitude.
- **Respect and Professionalism:** Maintain a high standard of professionalism and courtesy at all times when interacting with patrons, colleagues, or the public. This includes maintaining a respectful and inclusive environment for both employees and patrons, regardless of race, gender, religion, sexual orientation, or other characteristics.
- **Confidentiality and Privacy:** Employees and volunteers must respect the privacy of library patrons and maintain confidentiality regarding patron records, requests, and other personal information in compliance with applicable laws and regulations.
- **Adherence to Library Policies:** Employees and volunteers must abide by all library policies and procedures and support their enforcement to ensure a safe, positive, and productive environment for all. Employees should also support library goals by actively contributing to the achievement of its mission and vision.
- **Appropriate Use of Library Resources:** Employees and volunteers are expected to use library resources, equipment, and technology solely for work-related purposes unless otherwise specified. Any misuse or abuse of library equipment, materials, or resources will be subject to review.
- **Workplace Safety and Behavior:** Employees and volunteers must behave in a manner that promotes a safe and healthy work environment, adhering to workplace safety standards. Employees and volunteers should also immediately report any safety hazards, accidents, or incidents to management. Any form of violence, bullying, harassment, or discrimination in the workplace is strictly prohibited.
- **Timeliness and Attendance:** Employees and volunteers are expected to arrive on time and be present during their scheduled work hours. Absences or tardiness should be communicated in advance to supervisors according to established procedures.
- **Conflict Resolution:** Employees and volunteers are encouraged to resolve workplace conflicts constructively, communicating openly with supervisors, colleagues, and patrons. If necessary, mediation or formal dispute resolution processes may be utilized.

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### **3. Unacceptable Conduct for Both Patrons and Employees**

The following behaviors are prohibited for both patrons and employees:

- **Harassment and Discrimination:** Any form of harassment, discrimination, or mistreatment based on race, color, religion, gender, sexual orientation, gender identity, national origin, disability, or any other protected characteristic will not be tolerated.
- **Violence or Threatening Behavior:** Physical violence, threats, or intimidation, whether directed toward patrons or employees, are strictly prohibited. The library maintains a zero-tolerance policy toward violence.
- **Illegal Activities:** Patrons and employees must not engage in any unlawful activities while on library property, including theft, vandalism, drug use, or other criminal actions.
- **Disruptive or Destructive Behavior:** Engaging in behavior that disrupts the library environment, such as excessive noise, fighting, or causing damage to library property, will result in appropriate consequences, including possible removal from the library or suspension of services.
- **Inappropriate Public Behavior:** Employees, volunteers, and patrons are expected to dress in a manner that is appropriate for the library environment. Inappropriate or offensive clothing, behavior, or language may result in removal from the premises.
- **Animals-** For the safety and comfort of all visitors, pets are not permitted inside the library. Only service animals trained to assist individuals with disabilities are allowed. You must show certification for the service animal. Animals are allowed if part of an official library program.

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### **4. Consequences of Violating the Code of Conduct**

- **Patrons:** If a patron violates the Code of Conduct, the library staff will take appropriate action, which may include:
  - A verbal warning
  - A written warning
  - Temporary or permanent suspension of library privileges will result after three (3) warnings
  - Removal from the premises by law enforcement
  - In cases of illegal activities, contacting local law enforcement and immediate removal
- **Employees:** Employees who violate the Code of Conduct will be subject to disciplinary action, which may include:
  - Verbal or written warning
  - Suspension
  - Termination of employment
- **Volunteers:** Volunteers who violate the Code of Conduct will be subject to disciplinary action, which may include:
  - A verbal warning
  - A written warning

- Temporary or permanent suspension of library volunteer privileges
- Removal from the premises
- In cases of illegal activities, contacting local law enforcement

Disciplinary actions will be based on the severity and frequency of the violations and will follow the library's personnel policies and procedures.

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## **5. Conclusion**

Elizabeth B Pert Library strives to provide a safe, welcoming, and productive environment for both patrons and employees. By adhering to the guidelines set forth in this Code of Conduct, everyone plays a role in maintaining the integrity and respectability of the library. The library's goal is to foster a community-oriented space that promotes learning, collaboration, and access to resources. Thank you for helping us achieve this goal.