AVON FREE LIBRARY
YOUR BRIDGE TO DISCOVERY

143 Genesee Street ▪ Avon, NY 14414 ▪ (585) 226-8461 ▪ avonfreelibrary.org

PATRON CODE OF CONDUCT POLICY

The purpose of the Avon Free Library Patron Code of Conduct ("this Code") is to maintain an inclusive, safe, and welcoming environment for all Library patrons and staff; to ensure access to Library facilities and services; and to protect the Library's collections, equipment, and facilities. All patrons are expected to respect the rights of others by conducting themselves in a manner that does not impede or disrupt other patrons in their use of the Library.

The Library expects the following behaviors to be demonstrated by its patrons:

1. Interact with others in a considerate, patient, respectful, and courteous manner.
2. Promote equality and acceptance of people from diverse backgrounds.
3. Respect confidentiality and privacy.
4. Use appropriate language when communicating.
5. Utilize proper channels to express dissatisfaction with Library policies and/or operations (i.e., Library Director or Board of Trustees).
6. Be respectful of property and facilities.
7. Follow Library policies and procedures.

Additionally, the Library operates under the following three basic principles:

1. Patrons should not engage in behavior that interferes with the rights of other individuals to use Library materials, resources, and services.
2. Patrons should not engage in behavior that threatens or disrupts the secure and comfortable environment of the Library.
3. Patrons should not engage in behavior that limits the ability of Library staff to conduct Library operations.

Examples of **behaviors that interfere with the rights of others** include, but are not limited to:

- Excessively loud conversation or laughter;
- Playing music on a computer or other device at a volume that can be heard by other patrons;
- Using a cell phone or other electronic device in a manner that is disruptive;
- Inappropriate attire (all patrons must wear shirts and shoes) or bodily hygiene that constitutes a nuisance to other patrons.

Examples of **behaviors that threaten or disrupt the secure and comfortable environment of the Library** include, but are not limited to:

- Fighting or threatening to fight, taunting, teasing, bullying, or acting in any manner that disrupts, threatens, or intimidates another patron or staff member;
- Boisterous behavior (e.g., running, pushing, shoving or throwing things);

- Transporting, using, or storing firearms, weapons and/or explosives;
- Viewing sexually explicit images, whether on a computer or hard copy document (for the purposes of this Code, "sexually explicit images" shall mean graphic depictions which appeal primarily to the prurient interest, are patently offensive to prevailing community standards, and/or lack any serious educational, literary, artistic, or political value);
- Consuming alcohol, cannabis, or illegal substances; appearing in a state of intoxication; smoking or using tobacco products, including electronic cigarettes ("vapes") and/or smokeless tobacco;
- Leaving spills, trash, or other excessive mess (e.g., from food or drinks) without cleaning up or notifying staff;
- Using rollerblades, skateboards, scooters, bicycles or other wheeled transport on Library property, with the exception of "mobility devices," as defined by the federal Americans with Disabilities Act (ADA) regulations (see 28 CFR 35.137);
- Bringing animals into the Library, with the exception of "service animals," as defined by federal ADA regulations (see 28 CFR 35.136);
- Any other action that, in the opinion of staff, may damage the building, furniture, or other Library property.

Examples of **behavior that limits the ability of the Library staff to conduct Library operations** include, but are not limited to:

- Making repeated, aggressive, and/or unreasonable demands of Library staff;
- Threats or verbal abuse directed against Library patrons or staff;
- Refusing to comply with requests from staff to desist from any disruptive activity or behavior;
- Impeding access, under any circumstances, to the Library premises, any area of the building, or blocking bookstack aisles;
- Intentionally, knowingly, and/or repeatedly leaving unattended personal items in the building;
- Peddling goods or wares, soliciting funds for any purpose, distributing written materials, or petitioning within the building without prior written authorization from the Library Director;
- Entering nonpublic areas unless accompanied by a staff member or without prior authorization from a staff member;
- Failing or refusing to exit the building at closing and/or not following directions from staff during an emergency;
- Relocating or tampering with tables, chairs, equipment, or other furniture without staff permission;
- Sleeping in the Library, because staff may be unable to distinguish sleeping from a medical emergency (patrons with a medical condition that causes inadvertent sleep are encouraged to inform staff of their condition so that a reasonable and respectful accommodation can be made);
- Allowing children under the age of eight or vulnerable adults to be left unattended (see the AFL Child & Vulnerable Adult Safety Policy).

Enforcement

This Code shall apply equally to all Library patrons and shall be enforced consistently and without regard to any actual or perceived characteristic protected under the New York State Human Rights Law (see NY Exec Law § 296).

It is the responsibility of the Library Director to ensure that:

- This Code is applied equally and consistently to all patrons;
- Staff are informed of the standards of conduct and their enforcement duties described herein;

- Consequences imposed for violations of this Code are reasonable and progressive when appropriate.

Upon observing or receiving a report of prohibited conduct, staff shall investigate the situation and, if a patron is found in violation of this Code, intervene to prevent further violation. Staff may warn the patron that continued violation may result in removal from the Library premises.

Patrons who repeatedly engage in prohibited conduct, fail to comply with staff instructions, or whose conduct presents a serious and immediate threat to others will be required to leave Library property. In such cases, staff may contact local law enforcement at their discretion.

Staff shall make a written report to the Library Director of violations of this Code which required disciplinary consequences within 24 hours of the incident, and such reports shall be maintained by the Director for a period of three years. The report shall include the following information:

- The date and time of the violation;
- The patron(s) involved, including witnesses;
- A description of the prohibited conduct observed or reported;
- A description of the disciplinary actions taken by staff.

The Library Director shall report to the Board of Trustees ("the Board"), in writing, any violations of this Code which resulted in removal of patron(s) from Library property and/or a response by law enforcement. The report shall be made within one week of the violation.

Upon recommendation of the Library Director, the Board shall have the discretion to permanently or temporarily ban a patron from access to Library property and/or services upon a majority vote of Trustees present. Written notice of the ban must be given to the patron within one week of the Board's decision. The notice must include:

- The reasons for the ban;
- Whether the ban is permanent or, if temporary, the length of the ban; and
- Information about the patron's right to appeal.

Appeals of disciplinary action or a ban imposed under this Code may be made to the Board, in writing, within 30 days of notice of such disciplinary action or ban, whichever occurs later.

- Appeals must be submitted at least 14 days before the next meeting of the Board to be considered at that meeting.
- A patron has the right to present their appeal to the Board in person but may be asked to leave the meeting while the Board deliberates.
- Upon a vote of a majority of the Trustees present, the Board may either uphold, reverse, or modify the disciplinary action or ban.
- All decisions of the Board upon appeal shall be final and shall be delivered to the patron, in writing, within one week of the decision.

Reviewed and updated by the Avon Free Library Board of Trustees on October 26, 2026
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