Massena Public Library

Patron Conduct Policy

All patrons are required to follow the Patron Conduct Policy while on the library premises. The Patron Conduct Policy is posted within the library and on the library website.

Failure to follow the Patron Conduct Policy will result in action being taken to correct the behavior or end the disturbance. The Library Director or Assistant Director shall ask an individual not conforming to appropriate behavior to cease that particular behavior. If this individual does not comply, the individual will be asked to leave the premises. If the individual refuses this request, the Massena Police shall be notified to assist in the enforcement of the Patron Conduct Policy.

Any patron of the library may be barred from the library by the Library Director for a violation of the Patron Conduct Policy for a period of up to six months. The Director shall inform the patron in writing of the reason for the suspension. The Director will also inform the patron of the procedure for filing an appeal with the Board of Trustees. If an appeal of a suspension is filed by a patron, the Board of Trustees shall hear the appeal and decide by vote to uphold or dismiss the suspension. The patron shall be informed in writing of the Board of Trustees' decision. Upon completion of any suspension, the patron shall meet with the Director or Board of Trustees to review compliance with the Patron Conduct Policy prior to restoration of library privileges.

For the comfort and safety of both patrons and staff, the following actions are not permitted in the library:

- Engaging in any activity that violates federal, state or local law.
- Verbally or physically threatening or harassing patrons or staff.
- Disrupting others by loud talking or other distracting behavior.
- Offensive language or actions, rude or lewd comments.
- Eating or drinking in the Computer Room.
- Use of Tobacco products or e-cigarettes inside the library or on library grounds.
- Using cell phones at a volume that is disruptive to others.

- Using audible devices without headphones or with headphones set at a volume that disturbs others.

- Skateboarding or rollerblading on library grounds.

- Bringing animals into the library building, with the exception of certified service animals, or those for sanctioned activities with prior approval from the Director.

- Solicitation in any form.

- Wearing inappropriate attire, including lack of footwear or shirt.

- Personal hygiene shall conform to the generally accepted standard of the community. Patrons whose bodily hygiene is offensive so as to constitute a nuisance to other persons shall be asked to leave the building.

- Entering “Staff Only” restricted areas, except under the supervision or direction of the Library Director or his/her designee.

This policy was adopted by the Board of Trustees on May 1, 2022
This policy was updated by the Board of Trustees on June 14, 2022