

<b>POLICY &amp; PROCEDURE MANUAL</b>	<b>SECTION H, #2</b>
<b>PUBLIC CONDUCT</b>	<b>ISSUED: SEPTEMBER 2021</b> <b>INVESTIGATION &amp; SECURITY DEPARTMENT</b> <b>Approving Authority: Board of Trustees</b>

## **POLICY**

Queens Public Library transforms lives by cultivating personal and intellectual growth and by building strong communities. Towards this end, and in order to permit everyone to make full use of the Library, customers are requested to observe certain guidelines. Any behavior that is disruptive or affects the staff's ability to provide service is prohibited.

### **Access**

All persons have free access to the Queens Public Library during the hours it is open and a right to the reasonable use of its facilities and services. The Library welcomes children to visit and make use of Library resources, services, and programs, but the Library cannot provide child care or assume responsibility for unattended children. Parents or guardians are responsible for the safety, conduct, and supervision of children at all times on Library property.

### **Code of Behavior**

Pursuant to New York State Education Law, Article 5, Section 262, the Board of Trustees of the Queens Public Library has the right to establish codes of behavior for public use of the Library. The following rules and regulations apply to the Library:

#### *Prohibited Activities*

These activities are prohibited:

1. eating and drinking except in designated areas, smoking, littering, sleeping, and loitering;
2. use of skates, skateboards, scooters, or other wheeled devices;
3. being under the influence of illegal drugs or alcohol;
4. fighting or violent, tumultuous, or threatening behavior;
5. making excessive noise; talking shall be limited to quiet tones and low voices;
6. the wearing of headphones for the purpose of listening to music on a personal device is prohibited if such devices can be heard by other Library customers;

7. using abusive or obscene language, making an obscene gesture, or exposing private parts of the body;
8. disturbing a library program;
9. preventing another person from using Library facilities;
10. stalking or harassing other library customers or staff;
11. damaging library property or materials;
12. illegal activities of any nature;
13. bathing or changing clothes in public rest rooms;
14. distributing handbills, circulars, cards, booklets, placards, or any other advertisements;
15. soliciting funds or things of value from other customers; and
16. photographing, filming, or otherwise recording other customers without their consent, or in a manner that could disrupt other customers' enjoyment of the Library.

#### *Miscellaneous Rules*

1. Shirts and shoes shall be worn at all times.
2. Baby strollers and carts are permitted in the Library as long as they do not obstruct passageways, aisles, or emergency exits, or otherwise interfere with Library operations and/or service to the public.
3. Pets or animals are not permitted in library facilities, except those designated as service animals.
4. Customers of the Library are expected to maintain an acceptable standard of personal hygiene. Customers with unpleasant body odor or vermin infested clothing or personal effects, which offend other customers or staff by their physically offensive condition, and so deprive those customers of the rights accorded to all by the Library, will be asked to leave Library facilities.

#### *Security Procedures*

1. The Library retains the right to inspect all packages of customers entering or leaving the Library.
2. The Library has the right to restrict customers from entering a Library facility with large bundles, carts, or bicycles where, in the determination of the Library's Investigation & Security Department, such items could inhibit the safety, security, free passage, or enjoyment of other customers. Wheelchairs, walkers, or motorized cars are permitted.
3. All Library materials must be properly checked out.
4. The intentional injury of people, and the defacement or destruction of library property will not be tolerated, and, when appropriate, shall be promptly reported to the Library's Investigation & Security Department and appropriate law enforcement authorities.

The Library reserves the right to exclude any person who willfully violates such rules or in any way disturbs other Library customers or staff. Failure to comply with one or more of the Library's established policies on public conduct may result in suspension of Library privileges. The Library also reserves the right to take appropriate legal action, or refer violators to law enforcement agencies, when warranted.

**Revises: January 2003 Policy & Procedures Section H#2**