

# PATRON CONDUCT

If a patron is creating a disturbance or causing problems in the Library, the library staff has the authority or right to tell that patron to leave the library. If that patron refuses to comply and continues to cause problems, the police can then be contacted to eject that patron from the library.

## **Patron Conduct Policy**

The Wilton Free Public Library is dedicated to providing access to knowledge and information through reading, writing, and quiet contemplation, providing patrons the right to use materials and services without being disturbed or impeded, and providing patrons and employees a secure and comfortable environment. The Public Library Act provides the **Board of Library Trustees** with the general power to carry out the spirit and intent of the Act in establishing and maintaining the library and providing library services. The Act also provides the specific power to “exclude from the use of the library any person who willfully violates an ordinance or regulation prescribed.”

The **Board of Library Trustees** of the Wilton Free Public Library establishes its conduct ordinance as follows:

- Section 1. A patron who engages in any activity that materially disrupts the use of library facilities, collections, or services by patrons or materially disrupts the ability of the staff to perform its duties shall cease such activity immediately upon request by library personnel.
- Section 2. In such instances involving minors, identification will be requested and the incident may be reported to the parent or guardian.
- Section 3. If, following a request, the patron fails or refuses to comply or responds to the request in an abusive fashion, he or she will be required to leave the library premises immediately for the balance of that calendar day. If he or she fails to leave, the police will be summoned.
- Section 4. Library personnel will record instances in which patrons are required to leave the library in a ledger maintained by the library for that purpose. Upon the second recorded instance in which a patron is required to leave the library premises within a thirty-day period, the Director shall bar the patron from use of library premises for a period of thirty days. Parents or guardians of minors will be notified in writing after the first recorded instance in which a minor is required to leave the library and advised of the consequences of any further recorded instances.
- Section 5. Parents wishing to appeal such action may do so upon written request to the Board of Library Trustees.
- Section 6. In the event a patron barred from the use of the library attempts entry to the library during any such period of exclusion, the police will be summoned and informed of the prior action.
- Section 7. In the event the patron persists in abusive conduct or disruptive behavior following such a period of exclusion, the Director shall report to the Board of Library Trustees such conduct following prior exclusion and the Board will consider a long-term exclusion of that patron.
- Section 8. This Ordinance shall take effect immediately upon enactment and approval according to law and be in full force and effect thereafter. A copy shall be posted within three days of enactment at the library and the secretary shall maintain a certified copy in the official records of the library available for public inspection.

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### **Board Officers, 2011**

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