

CORTLAND FREE LIBRARY
ACCEPTABLE PATRON BEHAVIOR POLICY

The Cortland Free Library strives to ensure the comfort and security of patrons and library staff, and to protect and preserve the physical collection, library equipment, library building and grounds. For that reason, the Board of Trustees has adopted a policy with respect to patron conduct.

While in the library or on library property outside, it is expected that all patrons will act in a manner that is respectful of other patrons and library staff, and exhibit acceptable and legal behavior. Behaviors and demeanor that disrupts staff's ability to provide library services or the orderly use of the library, or provokes or annoys other patrons or staff are not permitted.

Persons engaging in unacceptable behavior, as determined by the Library Director or other staff, will receive a verbal request to stop. If the behavior continues, the individual(s) will be asked to leave the library. If there is no cooperation, it may be necessary to call the police for their assistance or in the event of a child or youth (ages 17 and under), the parent.

The Library Director may decide to bar a patron who is a repeat violator from the use of the library for a specified period of time or permanently. The President and chair of the Personnel Committee of the Library Board of Trustees will be notified of any such actions.

A patron whose privileges have been denied may request, in writing, to have the decision reviewed by the Board of Trustees.

*Approved by the CFL Board of Trustees on November 16, 2016
This policy replaces the Zero Tolerance Policy.*