

Library Behavior Policy

The Welles-Turner Memorial Library (from now on referred to as “the Library”) wishes to maintain a safe, comfortable environment for all users. To achieve this end, we expect that all users adhere to the following guidelines when in the Library building, attending Library programs at the Library, or participating in Library events off-site:

General Information

Our Library is a community resource for residents of all ages. Children, teens and adults are equally welcomed and encouraged to use the services of the Library.

The Library buildings and grounds are busy places, and there are times each day when many patrons congregate for programs that may cause a greater noise level. ***Patrons have a responsibility to behave in a manner that does not violate the rights of others or interfere with Library services and staff responsibilities.***

All areas of the Library properties, including study rooms, entrances, outdoor spaces, and restrooms, furnishings and equipment must be used for their intended purposes. The Library staff will ask patrons who violate Library rules to leave. In the case of minors, staff members will attempt to contact the children’s parents or guardians. Under certain circumstances, patrons may lose Library privileges.

When a Library program or event occurs in an offsite or virtual location, Library patrons are expected to adhere to the Library Behavior Policy as it applies.

Patron Behavior

- Patrons will remain in public service areas. Patrons are not allowed in staff work areas without staff permission.
- Library telephones are for business use only. A courtesy phone is available outside the Friends room for public use.
- Activities (such as bicycling, skateboarding, running or climbing) that present safety hazards are not permitted on Library property.
- Activities (such as blocking sidewalks, doorways, or aisles) that interfere with access to the Library buildings or materials are not permitted.
- Loud, boisterous or disruptive behavior, and physical and/or verbal harassment are prohibited.
- Use of the Library’s resources, including space, materials, furniture, equipment, or outlets, is subject to reasonable limitation and at the discretion of the Library staff, particularly if others are waiting or if the Library is about to close.
- The study tables, chairs, and catalog computer located in the Children’s Room are reserved for use by children and caregivers only. Adults should only be in the Children’s Room if they are accompanied by children/teens or using/browsing the collection.
- The study tables, chairs, and computers located in the Teen Room are reserved for use by teens. Adults and children should only be in the Teen Room if they are accompanied by teens or using/browsing the collection.

- Service Animals are admitted, but other animals are not allowed in the Library unless part of a Library program.
- Smoking, electronic nicotine delivery system or vapor products, the use of open flames, and the use of illegal substances and/or alcoholic beverages are not permitted on Library property.
- Sleeping on Library premises is prohibited.
- Solicitation, vending, and distribution of petitions or surveys in the Library or on the Library grounds without prior consent of the Library Director or his/her designee is not allowed on Library property.
- Any purposeful damage done to materials, equipment, furniture, building or other property of the Library will be reported to the Glastonbury Police Department. Any other acts or behavior that constitute a violation of local ordinances or the Connecticut General Statutes will be reported to the Glastonbury Police Department.

Personal Property

- Patrons are responsible for their personal belongings. Bicycles should be placed on the bike rack and locked. Backpacks should be placed underneath tables or chairs, not in the aisles, and must be taken when the owner leaves the building/area.
- Personal computers and cell phones may be used in the Library as long as the use of such equipment is not disruptive to others.
- Beverages must be in covered containers. Food is only allowed when provided as part of a Library event or in designated areas. Patrons are expected to pick up after themselves and place all trash in appropriate bins.

General Safety

- When fire alarms sound, all patrons and staff must immediately exit the Library.

Safety of Children

- Any parent, guardian or person having custody or control, or providing supervision (caregiver), as defined by CT General Statutes Sec. 53-21a, of any child is responsible for the behavior, safety and supervision of their children at all times in the Library or on Library grounds. Refer to CT General Statutes Sec. 53-21a regarding leaving children unsupervised at the library; relevant text is included at the end of this document.

Caregivers must provide appropriate supervision based on the ages, the abilities and the levels of responsibility of their children. Caregivers should be mindful that the Library is a public building open to all individuals, and that unattended children may be vulnerable. Responsibility for children using the Library rests with their caregivers and not with Library staff.

- **Children under the age of 12:** All children under the age of 12 must have a responsible caregiver in the building while the child is using the Library. It is expected that caregivers of young children be in the immediate vicinity of and in visual contact with all children under their care. Exceptions may be made during Library programs when the presence of an adult is not required, but the person responsible for the child's supervision must remain in the Library building.

- **Children age 12 and older:** Children 12 years and older may use the Library unaccompanied by an adult provided they are able to comply with the Library's Code of Conduct and do not require excessive staff attention.
- Caregivers should be aware of Library opening and closing times and make suitable arrangements to meet and transport their children home.
- Sudden emergencies may occur in the Library and in such cases the Library assumes no responsibility for unattended children. Power failures or other emergencies can occur and require unexpected closing of the building. Caregivers should be sure that their children know what to do or where to go when the Library closes.
- Children should know how and where to reach a caregiver. If a problem arises with children of any age and the staff is unable to locate a caregiver, or if the Library is closing and the staff cannot locate a caregiver, the Glastonbury police will be called.
- Library staff members are not permitted to transport children from the Library to their homes or to any other destination under any circumstances. No staff member will be left alone with a child, teen, or adult patron after the Library has closed.

CT General Statutes Sec. 53-21a. Leaving child unsupervised in place of public accommodation or motor vehicle. Failure to report disappearance of a child.

(a) Any parent, guardian or person having custody or control, or providing supervision, of any child under the age of twelve years who knowingly leaves such child unsupervised in a place of public accommodation or a motor vehicle for a period of time that presents a substantial risk to the child's health or safety, shall be guilty of a class A misdemeanor.

(c) Any parent, guardian or person having custody or control, or providing supervision, of any child under the age of twelve years who knowingly leaves such child unsupervised in a place of public accommodation or a motor vehicle between the hours of eight o'clock p.m. and six o'clock a.m. for a period of time that presents a substantial risk to the child's health or safety, shall be guilty of a class C felony.

Approved by the WTML Library Board - 06/12/2023

Note: This policy replaces the Customer Behavior Policy (most recently approved 12/2022)