

Code of Conduct

Adopted April 9, 1979

Updated September 2024

Scope

Our Board of Trustees and staff are committed to maintaining a welcoming library in which all community members feel comfortable discovering and learning. We believe the library should be a safe space for everyone, patrons and staff. The library uses video surveillance systems in and around the facility to provide safety and peace of mind to library users and staff by discouraging violations of this Code of Conduct and the law, to assist the library staff in preventing the occurrence of violations, and, when necessary, to provide law enforcement assistance in prosecuting criminal activity. For more information, see our Video Surveillance Policy.¹

Guidelines

- Please respect our space and be considerate of others.
- We encourage conversation and discussion but ask that you maintain a volume that doesn't disturb others.
- When taking pictures, recording, filming, or streaming from our library, please take care to not feature other library users, who are entitled to privacy when they use the library.
- Parents, caregivers, and aides are responsible for the people in their care.
- Only service animals are welcome in the library. Service animals must be leashed or in a carrier.
- People may not distribute political, religious, or other materials on library property. For more information about what can be displayed at the library, see the library's Policy for Bulletin Board Materials, Distribution of Non-Library Materials, and Non-Profit Drives.²
- We welcome a wide range of views but do not tolerate discrimination. Any harassment based on gender, gender identity, nationality, religion, disability, sexual orientation, race, or age will not be tolerated.
- We also do not tolerate behavior that is illegal, intimidating, threatening, or violent in any way, including coughing, sneezing, or spitting on people.
- We do not allow balloons in the library.
- If you observe someone violating our guidelines, please bring the violation to the attention of a staff member immediately.

¹ <https://hpl.org/about/policies/>

² <https://hpl.org/about/policies/>



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Guideline Violations

When staff members become aware of violations, they will respond in a manner that takes into account the severity of the violation and the specifics of the situation.

- For minor infractions, staff will politely make violators aware of the problem and ask them to correct the behavior.
- Violators who refuse to correct their behavior or who become belligerent will be asked to leave for the day. For those who persistently violate our guidelines, our Policy for Excluding Patron from Library Premises will go into effect.
- When a violator's behavior is illegal, threatening, or violent, a staff member will call the police immediately.

Appeals

The library director will make the final decision regarding what behaviors are appropriate. If a Henrietta resident believes the library director has not followed this policy, they may submit a written appeal to the library's Board of Trustees.