

## Town of Glastonbury – Welles-Turner Memorial Library Customer Behavior Policy



*The library wishes to maintain a safe, comfortable environment for all users. To achieve this end, we ask that all users adhere to the following guidelines:*

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- ❖ Smoking, vaping and the use of other tobacco products, alcohol, narcotics and hallucinogens are not permitted on the premises. Smoking outside must be kept away from the entrances.

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  - ❖ Loitering is prohibited.

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  - ❖ Library users will keep noise and activity at a level that does not inconvenience others browsing, reading or working in the library.

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  - ❖ Shirts and shoes must be worn in the building at all times. Keep feet off the furniture.

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  - ❖ Use of cell phones is limited to the front and rear foyers and outside the building.

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  - ❖ Library users must maintain an acceptable standard of personal hygiene. Bathing and washing clothes in the library is not permitted.

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  - ❖ Food is permitted in the Friends Room. Beverages are allowed in other parts of the building. Cups must have lids/covers.

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  - ❖ Animals are not allowed in the building except for service animals.

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  - ❖ All patrons must leave the library at closing.

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  - ❖ Taking photos, making audio/video recordings must have prior permission of the Library Director.

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  - ❖ Possession of weapons in accordance with provisions in the Connecticut General Statutes, Section 53-206 is prohibited.

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  - ❖ Dangerous and illegal acts will immediately be reported to the Glastonbury Police Department.

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  - ❖ Any staff member who is aware that a customer is not observing the Customer Behavior Policy should speak to the offender once. If the behavior does not improve, the offender will be asked to leave the building. If the offender does not comply with request to leave, the Glastonbury Police Department will be called.

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  - ❖ If a customer feels that he or she has been wrongly accused of violating the library's Customer Behavior Policy, he or she may ask to speak with the Library Director. The Library Director will review the situation with all involved parties and, if necessary, adjust any penalties accordingly. The Library Director's decision is final.

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  - ❖ Questions about this policy should be referred to the Library Director.

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  - ❖ Copies of this policy are posted in the library and on the library's website: <http://www.wtmlib.info>.