



NORWALK PUBLIC LIBRARY CODE OF CONDUCT

Norwalk Public Library strives to make its facilities warm and inviting places for all people. This Code of Conduct has been developed to minimize situations in which any library customer interferes with the legitimate library business of other customers and staff, to protect the safety of all library customers and staff, and to protect library property. Library customers who fail to observe this Code of Conduct shall be subject to appropriate consequences.

UNACCEPTABLE LIBRARY CUSTOMER BEHAVIOR:

- Persistent noise or talking; silent texting only is allowed throughout the library; cell phone calls can be taken only in designated areas.
- Loitering, sleeping, soliciting, or smoking within 20 feet of the building entrance.
- Possession of or intoxication from alcohol or drugs.
- Abusive, threatening, harassing, or offensive language or disruptive behavior.
- Eating foods other than packaged snacks, having beverage containers without lids.
- Leaving children under 12 years old unattended. (See NPL's Unattended Children Policy.)
- Being less than fully clothed.
- Bringing in an animal, unless needed to provide assistance.
- Improper use of restrooms, including bathing.
- Moving or abusing furniture or equipment, including standing or lying on tables or chairs or putting feet on tables.
- Misuse of library materials, including computer hardware and software. (See NPL's [Computer/Internet Acceptable Use Policy](#).)
- Lack of personal hygiene that interferes with the use and enjoyment of the library by other patrons or interferes with the work of library personnel.

CONSEQUENCES OF UNACCEPTABLE BEHAVIOR

Authorized library staff and/or Norwalk police officers may intervene to stop prohibited activities and behaviors. Library customers who fail to comply with the code of conduct will receive one warning. Failure to comply with the warning will result in the following consequences:

- Library customer will be asked to leave the library for the remainder of the day.
- Library customers who fail to adhere to the rules a second time will be barred from the library for a period of one month, and their library card will be suspended.
- Library customers who fail to adhere to the rules a third time will be barred for six months, and their library card will be suspended.
- Library customers who pose an immediate threat to the health and safety of library customers and staff will immediately be barred for six months, and their library card will be suspended.
- Appeals of any penalty may be made in writing to the library director.