

# Code of Conduct

Adopted April 9, 1979  
Revised August 2021

## Scope

Our Board of Trustees and staff are committed to maintaining a welcoming library in which our community feels comfortable discovering and learning. We believe the library should be a safe space for everyone, patrons and staff.

## Guidelines

- Please respect our space and be considerate of others.
- The library follows the COVID-19 policies and procedures adopted by the Town of Henrietta.<sup>1</sup>
- We encourage conversation and discussion but ask that you maintain a volume that doesn't disturb others.
- Parents, caregivers, and aides are responsible for the people in their care.
- Only service animals are welcome in the library.
- 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.
- If you observe someone violating our guidelines, please bring the violation to the attention of a staff member immediately.

## 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

---

<sup>1</sup> henrietta.org



☎ 585.359.7092  
✉ [hplinfo@libraryweb.org](mailto:hplinfo@libraryweb.org)

Henrietta Public Library  
625 Calkins Road  
Rochester, NY 14623

The director and/or librarian in charge will make final decisions about what types of behavior are appropriate. Henrietta residents may bring appeals of these decisions to the Board of Trustees during their regular monthly meetings, which are typically held the second Tuesday of the month at 5:30 p.m. For specific dates and times, please contact the library or visit our program calendar at [hpl.org](http://hpl.org).