

Library User/Patron Code of Conduct Policy

Statement of Purpose

The James E. Nichols Memorial Library strives to provide a welcoming, safe and comfortable environment for all who use the library. All Library users are expected to observe common courtesy towards others and the staff and to handle the Library materials, equipment and property with reasonable care. Disruptive, discourteous and destructive behavior from anyone in the Library or on the Library grounds will not be tolerated and may result in suspension or loss of Library privileges. Because no list of rules can be all inclusive, this policy intends to guide both Library users and the staff in recognizing unacceptable behaviors. It also specifies repercussions for that conduct.

Policy

To protect the right of all individuals to freely access and utilize the Library without unnecessary distraction, ensure the safety of users and staff, and safeguard the Library and its property from damage, each user must behave in a manner that respects the rights of all users. The Library relies on existing legislation and law enforcement mechanisms for controlling behavior that involves public safety, criminal behavior, or any other issues covered by federal or state laws.

1. Library users must comply with all library policies, rules and procedures related to their use of the Library and its materials, services and programs.
2. Disruptive behavior interferes with another person's right to use the Library or the normal operation of the library. Verbally or physically threatening, harassing, or harming visitors, patrons, staff or volunteers is strictly forbidden in the Library and on its grounds. Other disruptive behaviors include running, throwing, loud or abusive talking, bullying, fighting, inappropriate public displays of affection, interfering with the reasonable activities of other patrons or the staff's performance of their duties, or any other behavior deemed inappropriate by Library staff.
3. Using Library materials, equipment, furnishings, fixtures, other property, and the building in a destructive manner is prohibited.
4. Children's behavior at the Library must not be disruptive to other patrons, visitors, volunteers or Library staff, or otherwise deemed inappropriate by staff.
5. Cell phones may be used inside the Library if the ringer is turned off. Library users are requested to step outside if they need to talk on cellphones.
6. Library users must make sure that their possessions are not in the way of others.
7. Personal property, especially valuable items, may not be left unattended. The Library is not responsible for lost or misplaced items. Any items left behind and unclaimed for more than 14 calendar days will be disposed of in an appropriate manner at the discretion of the Librarian.
8. Patrons and visitors are not allowed to bring food or beverages into the Library, except for water.
9. Alcoholic beverages, illegal drugs and smoking are not permitted in the Library or on the Library grounds.

10. Library users are required to wear appropriate clothing, including footwear.
11. Service animals as defined by *RSA 167-D* are welcome inside the Library.

The James E. Nichols Memorial Library reserves the right to require anyone who engages in disruptive behavior to leave the premises, the right to restrict privileges for a specified period of time, and the right to ban the individual from the Library for a specified period of time or permanently. Any patron who violates the *Code of Conduct Policy* will receive two (2) verbal warnings from the staff as notice he/she is in violation. If there is a third violation, the individual will be asked to leave the Library, and the staff member will document the incident in writing. Repeated violations may result in suspension or revocation of Library privileges.

At the sole discretion of the Librarian, the use of the Library and/or its services may be denied for good cause. Any person or group of persons failing to comply with the rules governing the use of the Library premises may be disallowed further use of the same. Such causes include but are not limited to, failure to return books, destruction of property, equipment, furnishings or other Library property, disturbance of other patrons, or any other objectionable conduct on Library premises.

Any person who is to have privileges suspended or revoked on the basis of conduct will be sent a letter by the Librarian detailing the incident(s) and the reason(s) for suspension.

The suspension or revocation of Library privileges may be appealed to the Library Board of Trustees by submitting a request for reinstatement in writing to the Librarian who will place it on the agenda for the next regular meeting of the Board of Trustees. The Board will review the written request, consult with the Librarian, and render a written decision within 14 calendar days of the Board meeting. The written decision of the Library Board of Trustees is final and binding.

Revised & Approved by the Board of Trustees 9/26/2022

Combines Patron Conduct Policy and Patron Enforcement Policy Approved by the Board of Trustees 4/25/2011