

# Whelden Memorial Library Behavior Policy

## Introduction

The Whelden Memorial Library welcomes all members of the public. This policy is designed to promote a safe, comfortable environment for its users and staff while supporting appropriate use of the library and its services.

## Scope and Enforcement

This policy shall apply to all library buildings and grounds, library programs conducted on or off site, and all persons entering in or on the premises, unless otherwise specified.

If a patron cannot understand and follow the Behavior Policy and/or becomes sick, anxious, or disruptive and/or requires transportation, staff will help by locating their companion, if any. If a companion is not available on-site to assist the patron, staff will, to the best of their ability, contact a parent/guardian/caregiver/family member to assist the patron.

Staff members observing unacceptable behavior will inform patrons of policy infractions with a warning. If the behavior continues, staff may ask the patron to leave the library for a stated period of suspension. In the case of any misconduct that, in the judgment of a staff member, is extreme, staff may ask a patron to leave immediately without warning. The Library Director will be advised of the incident and any action taken as soon as possible, which could include restriction of library access or privileges. A parent or guardian of a minor involved in unacceptable behavior will be contacted. When deemed necessary, the Barnstable Police Department will be called. Incidents in which a patron's access or privileges are suspended will be documented and shared with the Board of Trustees.

If a patron wishes to appeal the decision to suspend privileges or library access, they may contact the Library Board of Trustees via letter, mailed or emailed, and will be contacted directly by the Head of the Trustees or their designee.

## Library Rules and Unacceptable Behavior

Unacceptable behavior is any behavior that either consciously or unconsciously violates or restricts the rights of others to use the library, prevents employees from doing their jobs, or jeopardizes the safety of library users, staff and/or property.

### While in the library or using its resources patrons are expected to:

- Be considerate and respectful of other library users and staff
- Ensure that children under the age of 10 are supervised by an adult
- Be responsible for personal belongings
- Respect other users' privacy
- Respect library materials, furnishings, equipment, and facilities by using them appropriately
- Be responsible about trash, spills, or odors related to food and drink, which are allowed unless they create a nuisance
- Wear sufficient attire, including shirt and shoes, at all times

### Unacceptable Behavior includes, but is not limited to:

- Loud talking, laughing, or using audio equipment or cell phones that disturbs other patrons
- Recording staff or patrons without obtaining permission
- Attempting to record or obtain patron records or personal information of patrons or staff without permission including requesting check-out records, contact information, etc.

- Any behavior that endangers the safety or health of others
- Refusal to follow the reasonable direction of a library employee
- Behavior that is willfully annoying, harassing, or threatening to another person
- Inappropriate use of library materials, furnishings, or facilities
- Sleeping
- Theft, vandalism, or deliberate destruction of library materials or personal property of other patrons and staff
- Soliciting of any kind, unless permission has been granted by the Library Director
- Monopolizing library resources or staff time
- Use of the telephone, unless in an emergency or permission is granted by staff
- Entering non-public areas, unless invited by a staff member
- Bringing animals into the building, except service animals or with permission from the Library Director
- Use of alcohol, cigarettes, e-cigarettes or vaporizers, or illegal substances in the library
- Having hygiene-related offensive body odor or perfume that disrupts others' use of the library
- Failing to provide adequate supervision of a person or group to whom the patron has a duty of care
- Carrying firearms and dangerous weapons of any type (except by law enforcement officers)
- Violation of any local, state, or federal law

Staff reserve the right to ask a patron to leave the library for any of the reasons listed above or for other kinds of behavior they deem inappropriate.

Approved:

Whelden Memorial Library Board of Trustees, February 2022