

Ventress Memorial Library Patron Behavior Policy

The Board of Library Trustees is responsible for determining the rules of behavior necessary to protect the rights of patrons to use library materials and services, to protect the rights of the library staff, to conduct library business without interference, and to preserve materials, equipment and facilities.

The following acts and behaviors are not appropriate and are prohibited:

- Smoking or vaping: lighting or possessing a cigar, cigarette, pipe or other tobacco or non-tobacco product designed to be combusted and inhaled (MGL Ch. 270, Section 22).
- Beverages with covers and small snacks are permitted in the library, with the exception that no drinks are allowed while using a library computer. Patrons are expected to observe reasonable caution with food and drink in the library.
- Patrons must use headphones or earbuds to listen to computers or other devices in the library. The volume of such devices must not disturb other patrons.
- No animals, except guide or assist animals, are permitted in the Library.
- No soliciting or distributing of leaflets in the Library.
- Appropriate attire, which includes shirts and shoes, must be worn at all times.
- Indecent exposure and lewd speech or behavior (MGL Ch. 272, Section 53).
- No running, jumping, throwing, bouncing or playing with a ball or other object.
- Creating a disturbance by making noise, talking loudly, yelling, or engaging in disruptive behavior (MGL Ch.272, Section 41).
- Threatening the safety or rights of library users or staff, or interfering with the library staff's performance of their duties. This includes harassment or intimidation by means of disorderly behavior, abusive, obscene, threatening or profane language, or by the possession of weapons (MGL Ch. 269, Section 10).
- Roller skates or roller blades are not allowed in the Library.
- Bicycles should be placed in the outside bike racks and locked. They are not to be left inside the buildings or on the sidewalks leading into the buildings.
- Neither the Library nor staff are responsible for **PERSONAL BELONGINGS LEFT UNATTENDED** by patrons.

- Theft, defacement, or damage of library materials or property (MGL Ch. 266, Section 99, Section 99A, and Section 100). Parents/guardians can be held liable for damage done by a child under 18 (MGL Ch. 231, Section 85G).
- Library users are expected to comply with our Computer and Internet Policies and our Hate Speech Policy.
- The use of false identification to obtain a library card or to check out library materials, or the use of another person's library card without that person's permission (MGL Ch.231, Section 99A).
- No entering areas designated "Staff Only" without authorization.

Consequences of violating policy

- The staff will give a verbal warning of inappropriate behavior.
- The staff will explain the rules to the patron and suggest alternatives.
- In the event of continued minor disruptions, after warning and explanation of rules, patron may be asked to leave the building for the rest of the day.
- If the offending patron refuses to leave when requested, or if the staff feel there is a potential danger to themselves, other staff or other patrons, the police may be called.
- If a patron repeatedly ignores the warnings issued by the staff and/or the police, the staff has the right to remove the patron for specified periods of time. A specific date and time will be attached to the restriction, and it will be posted for the information of the entire staff.
- *Adopted by the Board of Library Trustees August 17, 2016, Revised March 20, 2019*