

# GRANBY FREE PUBLIC LIBRARY

297 EAST STATE STREET, GRANBY, MA 01033

## Patron Behavior Policy

The Granby Free Public Library is proudly open to all; a judgment-free space for everyone, shared by the community. Everyone using this facility will receive impartial, helpful and friendly patron service. The library maintains a safe and healthy atmosphere in which patrons and staff can be free from harassment, intimidation, and threats to their safety and well-being. In order to protect all library users' right of access to library facilities, to insure the safety of users and staff, and to protect library resources and facilities from damage, the Library Board of Trustees may impose reasonable restrictions on the time, place, or manner of library access.

### A. General Behavior Guidelines

- **Animals:** Bringing animals into the library, except those needed to assist a disabled person, is not allowed with the exception of scheduled programs.
- **Appropriate Attire/Hygiene:** Entering the library barefoot, without a shirt, and/or with overpowering body odor or perfume so as to interrupt library services is not allowed.
- **Audio Equipment:** Playing audio equipment so that others can hear is not allowed.
- **Cell Phones:** While the use of cell phones or other technology, per se, is not prohibited, loud voices and sounds that may be disruptive to others may prompt library employees to request cell phone users to take calls in the entry vestibule, or silence them.
- **Communication (improper use of):** Rudeness, insulting language, profanity, and/or raised voices are considered improper.
- **Computer Equipment (misuse of):** The abuse of library computer equipment violates the law (MGL, Ch.266, Sec.100) and will be prosecuted. Abuse of equipment includes banging on the keyboard or other use of excessive force, misappropriation of hardware or software, and attempts to alter software. Consult "Internet Access Services Policy" and "Equipment Use Policy" for a more comprehensive description of acceptable use.
- **Damages:** Those who damage or deface library materials or property will be prosecuted (MGL, Ch.266, Sec.100). Parents can be liable for damage done by a child under the age of eighteen (MGL, Ch.231, Sec.85).
- **Disturbances:** Creating a disturbance by making a noise, talking loudly, or engaging in other disruptive conduct is not allowed (MGL, Ch.272, Sec.41).
- **Drugs/Alcohol:** Being under the influence of illegal drugs/alcohol and/or selling, using, or possessing illegal drugs/alcohol is not allowed on library property and violations will be reported to the police.
- **Food and Drink:** Because of the potential damage to library materials and computers, food and/or beverages are not allowed in the library, except in designated areas.
- **Interference:** Interfering with another person's right to use the library or with the library staff's performance of their duties is not allowed.
- **Library Furniture (misuse of):** In order to maintain clean and attractive library facilities and furniture, it is forbidden to sit on tables, place feet on furniture, lie on floors, or to deface walls and shelving.

- Loitering: Loitering on library property is not allowed. In general, the determining factor will be whether the offending party prevents others from enjoying the library.
- Staff Only Areas: Only library personnel are allowed behind the circulation desk area and other work/storage areas.
- Threats: Threatening behavior, including, but not limited to violence, threats of violence, and possession of weapons is not allowed.
- Tobacco: The building and grounds are tobacco-free and smoke-free. Vaping and e-cigarettes are prohibited. (MGL, Ch.270, Sec.21-22).
- Vandalism: Destroying or damaging library materials violates the law. This includes cutting, tearing, and defacing print and audiovisual materials, damaging equipment and software, defacing walls, damaging facilities, and breaking windows. Damage caused by food or drink will also be considered vandalism.
- Weapons: Dangerous weapons are not allowed on library property.

\*All applicable federal, state and municipal laws and ordinances will be enforced.

#### B. Definition of Problem Behavior

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

#### C. Disruptive Behavior

Disruptive behavior may include excessive noise, physical altercations, pranks, foul language, excessive chattiness, and running, being under the influence of alcohol or drugs, and other behaviors that disturb patrons.

- Patrons creating a disturbance are first advised of library policy. They will be given a subsequent warning and told of the expected behavior and the consequences of continued misbehavior. If the undesired behavior continues, the patron will be asked to leave the building.
- If an individual does not stop the improper behavior or does not leave the building when asked to do so, staff will call the police.
- If a staff member judges a disturbance too serious to handle alone, they will call for a backup from coworkers and a supervisor.
- At the discretion of the Director, repeat offenders will be banned from the library for varying lengths of time. For example, a second offense may receive a one week ban, with a third offense receiving a one month ban and a letter sent to the person to document the ban. For minors, a parent/guardian will be contacted at the first offense. Letters will be sent to the parent/guardian of any subsequent offenses. The Director may use his/her discretion for longer banishment in more serious cases or offenses.

Read and amended 9/13/2016

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