

Patron Behavior Policy

Purpose

The Mattapoisett Free Public Library is committed to being an enjoyable and safe environment in which patrons and staff can fully benefit from and utilize the library's resources and services. This policy is designed to promote the appropriate use of the library by all to protect the rights and safety of everyone. Use of the library requires respect for others who are also enjoying the library facility, grounds, and services. It is expected that both patrons and staff will respect all town resources.

Process for enforcing policy

1. The staff will give a warning of inappropriate behavior.
2. The staff will explain rules to the patron and may offer alternatives.
3. In the case of a minor disruption, and after explanation and warning, a patron may be asked to leave the premises for the rest of the day.
4. 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 as information for the entire staff.
5. In the case of a violation of Internet User Agreement, a patron may lose Internet privileges and online access at the library for a fixed period of time or permanently.

Rules

- Children must be supervised according to the Safe Child Policy.
- Disruptive behavior will not be tolerated. Any behavior that would hinder the library from carrying out its mission is considered to be disruptive.
- No smoking, vaping, (or use of tobacco in any form) or use of controlled substances in the library or on library grounds.

- No soliciting or distributing leaflets in the library. The fundraising efforts of the Friends of the Mattapoisett Library and the Library Trust are exempt.
- No animals, other than guide dogs or other assist animals, are permitted in the library.
- Library users must be covered by appropriate attire, including but not limited to, a shirt, shoes, and pants.
- Roller skates, rollerblades, scooters, and the like are not allowed in the library.
- Bicycles ridden to the library should be locked in the bike rack outside the library.
- Any sports equipment (e.g. balls, skateboards, tennis racquets, etc) must not be used in the library.
- No food in the library with the exception of the meeting room during programming. Covered non-alcoholic drinks are permitted.
- Electronic media must be used with headphones so as not to disturb others.
- The use of cell phones is tolerated within reason. Loud voices and use of speaker phones that are disruptive to others is not permitted and users may be asked to take their phones outside or to the stairwell.
- The library is not responsible for personal belongings left unattended by patrons.
- The materials and equipment in the library are here for patron and staff use. Any intentional damage to materials, equipment, furniture, building, or other library property is against the law and may be reported to the police.
- Physical and verbal harassment of staff or patrons is prohibited.
- Littering is prohibited

Approved by the Board of Trustees April 20, 2023