



Dedham PUBLIC LIBRARY

43 Church Street
Dedham, MA 02026
781-751-9284

Patron Code of Conduct

Voted and approved by the Board of Library Trustees: May 22, 2024

Effective date: May 22, 2024

The Dedham Public Library proudly welcomes every member of the community to use and enjoy the Library's facilities, collections, programs and services. The Library serves various functions for patrons, including that of a community information center, a place to study, and a place to find cultural and recreational materials and activities. As such, this code of conduct is intended to encourage behavior which supports the Library's mission to provide the best possible resources in a warm, welcoming environment.

Patrons are welcome to:

- Use our materials with care
- Use your Library card to enjoy materials at home
- Speak in conversational tones
- Use Library computers with regard to the comfort and wellbeing of others
- Engage in the many activities and programs offered by the Library
- Utilize public spaces for Library-related activities
- Ask the Library staff if you have any questions or need any assistance

Patrons are expected to:

- Follow all federal, state, and local laws
- Respect Library staff and patrons, including their rights and personal property

- Wear proper clothing and footwear at all times
- Use personal devices, such as cell phones, with regard to the comfort of patrons and staff
- Maintain responsibility for the safety, well-being, and conduct of children in their charge. We request that children ages eight (8) and under be supervised by a parent or guardian at all times.
- Refrain from actions that are disruptive to other patrons
- Remain in public spaces only, maintaining respect for staff-only spaces
- Maintain responsibility for personal belongings, ensuring their size, contents, and placement does not infringe on usage by patrons or staff
- Comply with staff requests regarding adherence to Library policies

Maintenance of proper conduct is the responsibility of staff, who will deal courteously, yet firmly, with any patron whose behavior seriously interferes with activities associated with the use of a public. Actions may include making the patron aware of the behavior and asking for modification, warning the patron of consequences, and asking the patron to leave. Violations could also result in the restriction and/or termination of Library privileges. Revoking Library privileges will be issued by the Library Director; any expulsion may be appealed in writing to the Board of Library Trustees. When possible, staff will make available to patrons whose Library privileges have been terminated information on accessing online or remote Library resources outside of the Library's physical premises.

The following are examples of behaviors that seriously interfere with public use:

Illegal Activities

Any observable behavior that is prohibited by law. Examples include but are not limited to:

- Threatening or harassing patrons or staff
- Assaulting patrons or staff
- Engaging in sexual misconduct, harassment, obscene or lewd acts
- Selling or using illegal drugs
- Stealing materials or items belonging to the Library, patrons, or staff
- Using computers to engage in illegal activities

Unsafe or Disruptive

Any observable behavior that may cause harm to self or others, as well as behavior which may disrupt normal operation and usage by patrons and staff. Examples include but are not limited to:

- Engaging in behavior that could be perceived to cause injury to self or others
- Talking loudly, or using a personal device at a loud volume
- Having bodily hygiene or scent so strong it causes significant disruption in other patrons' or staff's use of the Library

- Bringing non-service animals into the Library or on Library grounds. (See Animal Policy)

Inappropriate Use of Library Privileges or Property

Any observable behavior that may cause damage or destruction to property, as well as behaviors that demonstrate disregard for privileges and/or property. Examples include but are not limited to:

- Entering non-public spaces of the Library
- Engaging in activities inconsistent with Library use such as sleeping or using restrooms for bathing or laundering
- Engaging in actions that may result in damage to Library property or property of others
- Placing signs, posters, or other materials without permission from the Library Director
- Consuming tobacco products, marijuana, or e-cigarettes (vaping) in buildings or within 25 feet of any entrance or open window

Noncompliance with Staff

Any observable behavior that implies a disregard for staff directions. Examples include but are not limited to:

- Failing to stop a prohibited behavior upon request
- Repeatedly disregarding Library policy
- Failing to leave the property when requested to do so for violations of the Code of Conduct or any Library policy