

Peterborough Town Library

2 Concord Street, Peterborough, NH 03458-1511 ■ (603) 924-8040 ■ PeterboroughTownLibrary.org

Behavior Policy for Library Users

Policy Statement:

To accomplish our mission, it is important we maintain a welcoming and safe environment on the library campus. This policy is intended to protect the rights and safety of library patrons, to protect the rights and safety of staff members, and to preserve and protect the library's materials, facilities, and property.

Definition and Scope:

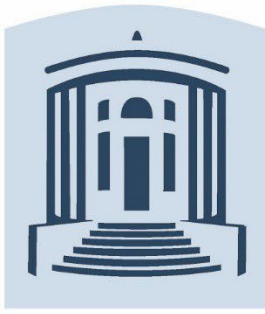
Patrons who exhibit disruptive behavior in the library will be asked to follow the rules listed in the behavior policy. Patrons who continue to cause disruptive behavior will be asked to leave the library premises.

Disruptive Behavior is generally defined as “any patron behavior that interferes with the normal operation of the library or which interferes with another patron’s ability to use the library.”

The library staff shall have the responsibility for enforcing the Behavior Policy and determining when behavior in the library is inappropriate.

Behavior that is prohibited in the library includes, but is not limited to, the following:

- Refusal to follow reasonable direction from Library staff, including but not limited to leaving the Library during normal closing procedures.
- Any behavior that endangers the safety or health of others.
- Use of abusive or intimidating language or gestures to patrons or staff members.
- Behavior that is willfully annoying, harassing, or threatening to another person.
- Staring at or following another person.
- Violation of any local, state, or federal law.
- Possession of a weapon except as permitted by state law.
- Vandalism or deliberate destruction of library materials.
- Theft of library materials or the personal property of other patrons and staff.
- Violating the library computer policy.
- Sleeping or appearing to sleep.
- Soliciting of any kind and/or asking for signatures on petitions at the library.
- Leaving children unattended by a parent, guardian, or caregiver. (See Safe Child Policy.)
- Interfering with Library staff’s performance of their duties.
- Loud talking, laughing, or using audio equipment or cell phones that disturbs or could disturb other patrons.
- Use of alcohol, cigarettes, or illegal substances in the library.
- Poor hygiene that interferes with another patron’s ability to use library services
- Using the public restrooms in any manner that is not usual or customary



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- Other kinds of behavior deemed inappropriate in the opinion of the Director or designated staff members.

The library staff reserves the right to ask a patron to leave the library for any of the reasons listed above.

Procedure:

Enforcement of these regulations may take the form of any of the following, depending on the severity of the violation, which will be determined by the staff on duty at the time. These disciplinary procedures are guidelines. The library may implement any procedure listed, including an immediate ban from the library premises at any time.

- Initial warnings (up to two), given copy of the Behavior Policy.
- Library privileges suspended for one day.
- Library privileges suspended for seven days.
- Library privileges suspended for up to one year.
- No Trespass Order (NTO) for 90 days

All suspensions and NTOs will be documented by an incident report and submitted to the Board of Trustees at their next regularly scheduled meeting.

All NTO shall be issued in writing and include an explanation of the reason for the NTO. Patrons have a right to request a hearing to contest the NTO. This request must be in writing. The Board will hold the hearing to contest the NTO within 20 days from the date of the written request.

The Board will issue a written decision following the hearing.

Any individual issued a NTO has the right to appeal the Board's decision to the superior court within 30 days of the written notice of the Board's decision.

Approved October 26, 2017

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