



Holderness Free Library

866 Route 3 P.O. Box L
Holderness, NH 03245
603-968-7066

www.holdernessfreelibrary.org

Acceptable Patron Behavior Policy

Purpose

Holderness Library has established this Behavior Policy to ensure that library is safe, welcoming and can provide equitable access to materials and services for all library users. Appropriate personal library conduct includes activities such as reading, studying, properly using library materials and computers in a manner which does not interfere with others who are using the public library in this fashion.

Overview and Definitions

Appropriate behavior is expected of all users of the library's facilities, as is associated with the normal use of a public library while in the building or on the grounds. Violations of the Behavior Policy will result in increasing levels of action, ranging from a staff issued warning, to asking the patron to leave the library for the remainder of the day, to the patron's temporary or permanent loss of all library privileges, to legal action including criminal prosecution. The level of action shall be determined on a case-by-case basis.

Behavior Rules

Use of the library materials and services should not disturb other patrons. Library materials and services are available for educational as well as entertainment uses, and patrons should keep in mind that these resources are in the library to be shared by all.

Inappropriate behavior is considered to be behavior which creates excessive noise levels or disturbances, interferes with other patrons' use of the library, and/or damages library property.

Inappropriate behavior would include, but not be limited to, the following conduct or behaviors:

- Loud, disruptive conversations, including shouting
- Use of personal electronic equipment at a volume that can be heard by others
- Use of profane and/or abusive language
- Possessing, selling, distributing, consuming or being under the influence of any alcoholic beverage or controlled substance

- Committing or attempting to commit any activity that would constitute a violation of any federal, state or local ordinance
- Smoking or other use of tobacco anywhere on the library property
- Leaving children under the age of 10 unattended on library premises
- Engaging in any sexual contact, activities, or conduct
- Selling, soliciting, surveying, distributing written materials, panhandling or canvassing for any political, charitable or religious purposes inside a library building, doorway or vestibule without prior authorization by the library director
- Eating or drinking in the computer area
- Entering or remaining upon library premises with a bodily hygiene so offensive that it constitutes a nuisance to others
- . Unattended items may be removed from the library premises if they reasonably appear to be abandoned or have been left unattended.
- Violating the library's rules for acceptable use of the internet and public computers

• The library has a policy of zero tolerance for threats or acts of violence. Any person engaging in such behaviors will be immediately ejected from the library
Library Response to Violations of Behavior Policy

Any person who violates the behavior policy will be handled in a professional and courteous manner by staff, but the degree of the violation will determine the response.

Staff is instructed to call 9-1-1 immediately in response to any behavior that is deemed dangerous. Staff will call the police for any behavior that is in violation of federal, state or local ordinances. Staff will call the police if a person or group of persons is asked to leave the library and they refuse to leave and/or become difficult with the staff member.

For most other inappropriate behavior, one warning will be given. Continued violations will result in patron being asked to leave the library for the day. A serious violation or repeated violations, or a violation where the police are called, may result in longer exclusions from the library up to permanent banning from the library.

An individual who is banned from the library may be criminally charged with trespassing if they return to library property during the term of the ban. Any individual who is banned and whose library privileges have been revoked, may request to have the decision reviewed by the Board of Directors of the Library. The request must be made in writing and submitted to the Library Director and the President of the Board of Trustees within 30 days of the alleged offense.