

## **BAKER FREE LIBRARY**

### **Patron Behavior Policy**

In order to uphold its mission and allow the safe enjoyment of all library offerings, the following rules and regulations for patron behavior need to be observed. Patrons who exhibit behavior inconsistent with the following rules may be asked to leave the library. Individuals who habitually disregard these rules may be prohibited from using the library for a designated time period.

1. Many patrons use the library as a place for quiet study. Patrons should respect the rights of others and not engage in loud conversations or noisy activities. Please refer to the library's Group Tutoring Policy and Communications Policy for further information on appropriate behavior.
2. All patrons, regardless of age, must wear clothing, including shoes, while in the building.
3. With the exception of those assisting patrons with a disability, animals are not permitted in the library building without the approval of the Library Director.
4. Parents are responsible for the behavior and supervision of their children. Children under the age of eleven should not be left unattended in the library. See the Unattended Children Policy for further information.
5. No one may interfere with another person's right to use the library or with the library staff's performance of their duties.
6. Threatening the safety or rights of another person, including but not limited to, violent or disorderly behavior, threats of violence, use of abusive language, and possession of weapons are not acceptable behaviors and may result in removal from library premises by the Bow Police Department.
7. Patrons are responsible for their personal property. Please do not leave personal items unattended.
8. Bicycles, roller blades, skateboards, scooters, or similar equipment may not be used in the building, on the outdoor handicap accessibility ramps, in the parking lot, or on any other portion of library property. Bicycles should be left in the rack located near the handicapped parking spaces.
9. Smoking and vaping are not permitted anywhere in the library building or on library grounds.
10. Use of alcohol and tobacco is not permitted anywhere in the library building or on library grounds without the prior approval of the Library's Board of Trustees.
11. Prolonged and disruptive public displays of affection are inappropriate and may result in removal from the library premises if requests to cease are ignored.
12. Public bathrooms are meant for one person at a time unless a parent is accompanying their young child or a caregiver is accompanying a charge.
13. Solicitation and distribution of non-library materials is not permitted without the permission of the Library Director. This includes the Event and Community bulletin boards located in the library lobby. Items to be posted on those two bulletin boards should be left at the front desk for posting by the Library Director, who will follow the library's Public Posting Policy.
14. The library staff reserves the right to contact the Bow Police Department for assistance in any situation including, but not limited to, the dismissal of a patron or the discovery of an unattended child.

## Consequences of Policy Violation

Enforcement of these rules may take the form of any of the following actions, depending on the severity of the violation, which will be determined by the staff on duty at the time. Misconduct by persons under eighteen years of age is discussed by the remedies provided in the library's Unattended Children Policy.

- Patrons who violate this policy will be given one verbal warning and asked to behave in an appropriate manner. Patrons who do not modify their behavior after one warning may be asked to leave for the rest of the day.
- Patrons who violate this policy in a manner that staff judge is "extreme" may be ordered to leave the building immediately and may be requested not to return for the remainder of the day. "Extreme" violations may include activities that are harassing, threatening, dangerous, or destructive to persons or property at the library premises.
- If necessary, the senior staff member on duty may call the Bow Police for assistance.
- Patrons whose behavior is significantly disruptive of the library's mission, either because of repeated violations of this policy, or because of a single extreme event which is dangerous, threatening, harassing or destructive to persons or property, may have their library privileges revoked, including a prohibition against entering the library, for a period of up to one year. The length of the revocation will depend on the nature of the violation, the extent of damage and disruption caused by policy infractions, and other relevant circumstances.
- In cases where the patron's behavior does not constitute an immediate threat to the health, safety or security of patrons or staff, or to library property, the patron will be provided with written notice, by certified or registered mail, or hand delivery by the Bow Police, of the Library's intent to impose a suspension or revocation of library privileges. The notice will specify the date on which the suspension or revocation of privileges is to commence, and the reason(s) for said action. The notice will also include language advising the patron of his or her right to challenge the decision by requesting a hearing before the Board of Trustees. A request for hearing must be received within five (5) days of the notice. If a hearing is requested, it will be scheduled within fourteen (14) days of the notice. If no request for hearing is made, the revocation or suspension of privileges will become effective on the date specified in the notice. The decision of the Board of Trustees following any hearing will be final, including prohibition against entering the library for a period of up to one year, depending on the nature of the violation, the extent of damage and disruption caused by policy infractions, and other relevant circumstances. Patrons may request a hearing, in writing, before the library's Board of Trustees to appeal the notice within fourteen (14) days of such notice and the notice shall include language advising the patron of the right to appeal.
- In cases where a patron's behavior is deemed to constitute an immediate threat to the health, safety or security of patrons or staff, or to library property, the Director may impose an emergency suspension of the patron's library privileges and prohibit the patron from entering the library. In cases of emergency suspension of privileges, the patron will be provided with written notice, by certified or registered mail, or hand delivered by the Bow Police, of the immediate suspension of the patron's library privileges for a period of time, not to exceed one year, and advising the patron that he or she is not permitted to enter the library. The notice will include language advising the patron that he or she can appeal the Director's decision by requesting a hearing before the Board of Trustees. In such cases, an expedited hearing will be held by convening a special meeting of the library's Board of Trustees, within five (5) days of the request for the hearing. The decision of the Board of Trustees following any hearing will be final.

Any unlawful actions committed in the library or on the library premises will be immediately reported to the Bow Police Department.

Approved by the Baker Free Library Board of Trustees on 11/18/2009; revised 1/14/2010; revised 10/10/2012; revised 2/14/2018.