

Pembroke Public Library

Standards of Conduct

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I. Purpose

- a. The library is a public entity established by the citizens of Pembroke to meet a range of needs. Residents expect facilities to be clean, comfortable, and safe places for selecting materials, reading, researching, studying, writing, and attending Library or community sponsored programs. Behaviors that disrupt the provision of library services are prohibited. The Library is responsible for establishing rules of conduct to protect the rights and safety of Library patrons, volunteers, and staff, and for preserving and protecting the Library's materials, equipment, facilities, and grounds. *The following behavior standards apply on the premises, including library grounds.*

II. Patron Behavior

- a. Do not engage in any activity in violation of Federal, State, local or other applicable law, or Library policy. Unlawful behavior while in the library or on library property including, but not limited to, carrying unlawful weapons, assault, indecent exposure or sex acts, use of drugs or alcohol, damage to library property, theft, attempted theft, public drunkenness or intoxication, is prohibited.
- b. No loitering. Loitering in the library, entryway, or library property thereby creating a nuisance to those who are trying to enter or exit the building is prohibited. Patrons shall be engaged in activities associated with the use of a public library while in the building.
- c. Dress appropriately for a public place. Shirts and shoes should be worn in the library. Hygiene should be sufficient as to not offend others and to not leave stains/vermin on public property, e.g. furniture, books, keyboards, etc.
- d. Use library spaces for their intended purpose and audience. The Children's Room is reserved for use by children, their parents or guardians, and adults interested in children's literature. The Young Adults' Room is reserved for young adults and those who accompany them.
- e. Soliciting, selling or conducting surveys not authorized by the Library is prohibited.
- f. Behave appropriately for a public place. Activities such as sleeping, dining, and personal grooming are more appropriately done at home. Public bathrooms should not be misused. Except for very young children with their guardians, and disabled persons with

their caregivers, only one person should occupy a bathroom stall, which is to be left in good condition for the next user.

- g. Conduct yourself in a manner that does not interfere with other people's ability to use the library. Auditory and visual distractions are unwelcome. Cell phones, radios/personal stereos, cameras, and laser pointers are but a few of the devices that annoy other patrons. We ask that cell phones be on vibrate and calls be answered in the hallway or entry so as to limit disruption and the conversation can be a private one.
- h. Treat other patrons and staff with courtesy. Rude behavior to patrons or staff will not be tolerated. Swearing is inappropriate. Vulgar language and rude gestures are inappropriate. However subtle, intruding on the privacy of other patrons also is inappropriate.
- i. Harassing behavior is prohibited. Harassing behavior may take many forms and includes, but is not limited to:
 - 1. unwanted conversations, and advances of a personal or sexual nature that intimidate or make the other party uncomfortable,
 - 2. harassing or obscene gestures or sounds,
 - 3. offensive touching
 - 4. staring at library staff or at other patrons so that performance of their duties or use of library resources is materially disrupted (staring must be corroborated by a supervisor, senior staff member, or guard),
 - 5. intentionally monopolizing staff time so that performance of duties is materially disrupted even after the staff member has clearly indicated that a reference or customer service transaction has ended.
For the purposes of enforcing the Library's Code of Conduct, harassing behavior directed at a library employee by a library patron shall include behavior which occurs anywhere both on and off library property, or over the phone.
- j. Abusive behavior, such as threats or violent behavior, toward staff or patrons is prohibited.
- k. Library materials are public property and should be treated with care. The library does not tolerate harsh or even negligent treatment of the property in its custody. Stealing, damaging, altering, or inappropriate use of any Library materials or property is not allowed.
- l. The library is not responsible for personal belongings. Take responsibility for personal possessions and keep valuable items, backpacks, purses, etc. with you. Secure bicycles in the bicycle rack. Skateboards, roller blades, scooters, and similar equipment may not be used in the library or on the grounds and will be confiscated if not kept out of the way.
- m. Food and beverages are allowed in the Library with some exceptions. Beverages must have a secure lid and be non-alcoholic. Small snack foods are allowed and unobtrusive in its presence including scent, size, potential for mess. Refuse from food or beverages should be promptly placed in a trash receptacle.

- n. Using wheeled devices in Library property or on Library grounds except as needed to facilitate access to library services (such as wheelchairs, walkers, and strollers), is prohibited. Wheeled devices, including skateboarding, roller-skating, bicycling, scooters, and shopping carts, may be used in designated areas.
- o. Proper supervision of children is required. Please see the Safe Child Policy for more specific information.
- p. Bringing pets or animals, other than service animals necessary for disabilities, into the Library, except as authorized by the Director, is prohibited.
- q. Trespassing is prohibited. To trespass includes entering any Library building during a period of suspension of Library privileges, entering any non-public areas of the Library, failing to leave the Library immediately upon closing, or being in the Library before or after public hours without express permission from authorized Library personnel.
- r. Library patrons should report disturbing behaviors to a librarian promptly.

III. Enforcement of Standards of Conduct

Enforcement of these rules will be conducted in a fair and reasonable manner. Library staff may intervene to stop prohibited activities and behaviors. Failure to comply with the library's established rules, regulations, and policies could result in removal from the premises and expulsion from the Library for a period of one day or more. Violations could also result in the restriction and/or termination of Library privileges, including the use of Library computers and other equipment.

Library Staff have the authority to enforce library policies. Patrons whose behavior is objectionable may be asked to leave. Minors may be asked to leave until a parent/guardian has been consulted. Failure to leave immediately, as requested, shall be regarded as trespassing.

IV. Procedures of Notification of Unacceptable Behavior

If determined to be in violation of Library Policy, Patrons may be warned once by a member of the Library staff and requested to bring their conduct into compliance with Library Policy. Patrons who fail to bring their conduct into compliance may be requested to leave for the day by Library Staff if the unacceptable behavior continues.

Further suspension of library privileges may occur if a patron is found to have repeatedly violated Library Policy or engaged in harassing or threatening behavior towards other patrons or staff. The Library Director may issue written notice of suspension of library privileges by hand, electronic mail or mail to the last known address of the patron or, in the case of a minor child, his or her parents or guardian.

Appeal of the suspension may be made, in writing, to the Board of Trustees, within ten (10) days of receipt of notice of suspension.

The patron, or in the case of a minor child, the parents or guardian, will be notified by the Board of the date and time of the hearing on the notice of appeal.

Approved on April 20, 2022 by vote of the Trustees of the Pembroke Public Library.