

## LIBRARY CONDUCT POLICY

The policy of the Nashua Public Library is to provide a safe, comfortable environment conducive to the use of the Library materials and facilities. The Library is intended for the use of all members of the public. Patrons are expected to observe the rights of other patrons and staff members and to use the Library for its intended purpose. Prohibited conduct will not be allowed in the Library.

### Definition

Prohibited conduct is that which:

- Interferes with the rights of individuals to use Library materials and services,
- Interferes with the ability of the Library staff to conduct Library business,
- Or threatens the secure and comfortable environment of the Library or those using the Library.

Prohibited conduct may include, but is not limited to the following:

1. Willfully annoying, harassing, or threatening another person. (Harassment is defined as any action taken or situation created intentionally to produce psychological or physical discomfort, embarrassment, or ridicule. Harassment is characterized by request for sexual conduct, unwelcome physical advances, or conduct (verbal or physical) of a nature that is intimidating, demeaning, hostile, offensive, or potentially dangerous to self or others).
2. Any behavior that endangers or could endanger the safety or health of others.
3. Behaving in a disorderly, loud, or boisterous manner.
4. Theft, vandalism, or the deliberate destruction of Library materials, property, or the personal property of other patrons or staff members.
5. Maliciously accessing, altering, deleting, damaging, or destroying any computers, peripherals, computer system, network, computer program or data.
6. Impeding access to the building or an area of the building, or blocking book stack aisles for extended periods of time.
7. Entering the non-public or locked areas, unless accompanied by a staff member or through prior authorization from a staff member.
8. Leaving personal items in the building. The Library assumes no responsibility for any belonging left unattended.

9. Bringing animals into the Library, except those trained to assist individuals with disabilities.
10. Smoking, chewing tobacco, or using snuff.
11. Use of alcohol or drugs
12. Using restroom facilities for bathing.
13. Violation of any municipal, state, or federal law or code.

### **Consequences**

Enforcement of these rules may take the form of any of the following action, depending upon the severity of the misconduct which will be determined by the staff on duty at the time. Misconduct by persons under the age of seven is discussed by the remedies provided in the "Library Policy of Unattended Children and Disruptive Behavior".

- In most cases, patrons who are behaving inappropriately in the Library will be given one warning and asked to behave in an appropriate manner. Patrons who do not modify their behavior after one warning will be asked to leave the Library for the rest of the day.
- In the case, of any misconduct that – in the judgment of a staff member – is extreme, the offender will be ordered to leave the building immediately, or a staff member may call the police.
- Patrons engaging in misconduct on more than one instance will be warned by the Director or designee that they shall be barred from the Library for one month. An individual will be barred from the Library for one year if the disturbances continue when their Library privileges are reinstated. A patron can be barred from the library for life in the instance that the barred was taken to court for any library reason that has not been resolved. Once resolved the barred is able to use library services again.
- Parents of barred minors will be notified by the Library Director.
- Barred patrons who wish to appeal their suspensions may ask for reconsideration at the next scheduled Library Board of Trustees meeting. After an open hearing that includes the barred patron and Library Director, the Library Board of Trustees will decide whether to repeal or uphold the barring and will inform the patron in writing within ten days. The decision of the Board is final.

### UNATTENDED CHILDREN AND DISRUPTIVE BEHAVIOR

Preschool aged and under children who are left unattended or appear to be in the facility without adult supervision can be a cause of concern to the Library. Library employees cannot function as caregivers or babysitters to preschool age and under children. Issues of safety, liability, and responsibility mandate that the Library address this situation with the following rules:

- Preschool aged and under children must be attended by a parent or responsible childcare provider while in the Library.
- Children who are attending a Library program must be brought into the building by a parent or responsible child care provider who must remain with their children or within the library until the conclusion of the program.
- A parent or responsible childcare provider must attend to preschool aged and under aged children at all times.
- If an unattended child calls attention to his/her self or creates a serious disturbance, a staff member will attempt to locate the parent or childcare provider.
- If a staff member is unable to locate the parent or provider within one hour or if the Library is closing, the police will be notified.

#### Disruptive Behavior

##### Definition

An action as prohibited in the Conduct in the Library policy is defined as disruptive behavior.

##### Consequences

Enforcement of these rules for preschool and under children may take the following forms, depending on the severity of the misconduct, which will be determined by the staff on duty.

- In most cases, an attended preschool or under child who is being disruptive will be given one warning. If a child does not modify his/her behavior after one warning, the parent or childcare provider may be asked to take the child out of the Library.
- For preschool and under children who are disruptive and are not attended by a parent or childcare provider, the staff member on duty will ask the child to correct his/her behavior and take appropriate action as outlined in the Unattended Children portion of this policy.

NASHUA PUBLIC LIBRARY  
SECTION 5.3  
LIBRARY CONDUCT

BOARD APPROVED: 4-10-14  
REVIEWED: \_\_\_\_\_  
REVISED: \_\_\_\_\_

INCIDENT REPORT POLICY AND FORM

A confidential file of information on problem incidents in which a CONTACT form has been filed will be kept by the Library Director. The purpose of this file is to track any serious problems that are reported by the staff. It will be used to document incidents and to track problems of a reoccurring nature.

CONTACT FORM

Please provide a description of unacceptable behavior reported and a description of any action taken (e.g., person asked to leave and did so; police called; officer escorted person from the library, etc.)

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

DATE & TIME OF  
INCIDENT \_\_\_\_\_

DESCRIPTION OF INCIDENT:

REPORTED BY \_\_\_\_\_

WITNESSES \_\_\_\_\_

ACTION TAKEN:

Submit contact form to Library Director.  
Director initial when received & read.

### CELL PHONE USE POLICY

The use of cell phones in the library can often prove disruptive to patrons and staff. In order to preserve the library's mission and goals, we ask that all patrons observe the following courtesies inside the library building. Cell phones brought into the library must be set to a non-audible ring setting such as vibrate or must be turned off.

- Cell phones should be set to ring quietly or to vibrate when entering the library.
- Patrons using cell phones in the library will be asked to move away from the public computers or other patrons using the library's services. Staff may allow patrons to use cell phones at the computers if the situation warrants it.
- Patrons may not use cell phones at a volume that is disruptive to others.

#### Incoming Calls:

Individuals using a cell phone must do the following:

- QUIETLY – in answering the cell phone please respond by saying "hold while I move to a place where I can talk."
- Then MOVE outside or in hallway to talk.

#### Outgoing Calls:

- Go outside or in the hallway to talk.

Failure to comply with these "common courtesy" rules will result in:

First time: warning from staff, including a copy of this policy.

Second time: loss of library privileges for the day.

Third time: loss of library use for one month.

Enforcement of these rules for all cell phone users may take the form of any of the following actions:

Staff members are authorized to issue a verbal warning to patrons using a cell phone in the library in a manner that does not follow cell phone policy. If the offender refuses to cooperate, they will be asked to leave as quickly and quietly as possible. Acting abusively with verbal or physical threat or failing to cooperate with staff will result in immediate suspension of library privileges.