

## Ashland Public Library Code of Conduct

### BEHAVIOR POLICIES AND PROCEDURES

#### **PHILOSOPHY**

The staff and Trustees of the Ashland Public Library encourage persons of all ages to use its facility, materials and services. To ensure a safe, comfortable environment for library patrons and staff, policies and procedures have been established.

#### **POLICIES**

1. Disruptive behavior is prohibited in the library or on library grounds.

- Disruptive behavior is defined as destructive or continuing activity by any individual or group of individuals which infringes on other patrons' rights to access and use the Library for reading, studying, browsing, or any other activity that may interfere with patrons' rights or staff members' performance of their duties.
- Anyone engaging in such behavior may be given warnings, directed to other parts of the building and may, if it is so determined by a staff member, be required to leave the building for the day or be banned from the premises.

Examples of Disruptive or Inappropriate Behavior include (but are not limited to):

- Smoking, vaping, using electronic cigarettes, or any other controlled substance
- Using alcohol
- Eating/Drinking (except in designated areas)
- Running, hitting, engaging in inappropriate physical contact
- Cell phone use and loud talking in quiet spaces, such as the reference area
- Abusive language, disruptive conduct, shouting
- Using electronic equipment audible to others
- Destruction/defacement of property belonging to the Library, Library Users, and/or Staff Members.
- Commercial solicitation and distribution of materials
- Harassment or intimidation by threatening language or behavior toward other Library users or Staff members
- Interfering with other Library patrons' use of the library
- Intruding on another's privacy
- Interfering with staff members' performance of their duties

The cooperation of all staff members and Library patrons is critical to ensure that the library is a clean, welcoming environment for all:

2. Food and drink in the library

- Must be consumed in designated areas.

- All patrons are otherwise expected to be considerate of others using the Library by not consuming smelly, messy, or noisy food in spaces where it will interfere with others' use or enjoyment of the Library
  - by cleaning up any trash, crumbs, and small spills when finished
  - by being respectful of Library collections, equipment, and furnishings
  - by taking care with food and drink around books and other library materials, equipment, carpets, and furniture
  - by making sure hands and surfaces are clean when handling Library materials
  - by using covered, spill-proof containers.

3. Shoes and shirts must be worn in the library. Masks must also be worn when mandated by the town of Ashland.

4. The materials and equipment in the Library are for the use of staff and patrons. These items as well as furniture, toys, or other items must be used for their intended purposes. Any purposeful damage done to the materials, equipment, furniture, building or property is against the law and may be reported to the police.

5. Building entrances and exits may not be blocked. Carriages and strollers may be left near the children's room entrance provided that the entrance is not obstructed.

6. Bicycles should be placed in the bike rack near the main entrance to the Library. They are not allowed along the front walk or railing or inside the building and they may not block entrances.

7. Animals are not permitted in the Library except for guides or animals that are clearly identified for service to those with disabilities. For more information on service animals, please refer to the [Department of Justice ADA guidelines](#).

8. Any sports equipment brought into the Library must be left at the Main or Children's desk. Examples: skateboards, basketballs, scooters, etc.

9. Staff members are not responsible for Library patron's personal belongings.

## **PROCEDURES**

1. Violations to these policies may cause Library Staff members to restrict and/or limit Library patron's privileges, including limitations to:

- Specific areas in the library
- Specific computers and library equipment
- Shorter times in study rooms than otherwise permitted
- Borrowing limitations
- Banishment from the library as explained below
- Issuance of a formal no trespassing order.

2. Except where staff and patron safety may be compromised, staff members will explain applicable policies and the rationale behind them as well as offer suggestions for appropriate

behavior. Patrons will also be reminded that their behavior is bothering other people and/or is not safe.

3. Staff members first will give a verbal warning to Library patrons who are not behaving appropriately, who are violating this policy or who are disruptive.

4. Staff members may ask Library patrons to leave the building if the inappropriate behavior continues after a warning and explanation. Permission to return to the Library shall be granted only after the Library patron has met with the Library Director and has agreed to abide by the conditions established by the Library Director.

5. For multiple violations, the Library Director will meet with the patron to create an agreement wherefore the patron may continue using the library.

6. If the offending patron refuses to follow the requests of staff members and/or the offending patron the Library Director may issue a formal notice of trespass to Library patrons in accordance with M.G.L. c. 266, s. 120, a copy of which will be provided to the Ashland Police Department. Violations thereof may result in criminal charges. If a no trespass order is issued for a minor, parents will be notified.

7. If the patron is in violation of a no trespass order, the police will be notified and, in the case of minors, parents will also be notified.

8. If the Library has to notify the police regarding an incident involving a patron who is underage, parents will also be notified and the Library, Police, and Parents will all work towards the best resolution to the situation.

9. If the staff feels there is the potential for danger to other patrons or staff, police will be called for assistance.

Approved Board of Library Trustees 1/11/2022, to be reviewed **yearly** starting January 2023