

Pembroke Public Library

Library Use Policy

- I. Purpose**
- II. Patron Behavior**
- III. Animals in the Library**
- IV. Harassment and Abusive Behavior**
- V. Enforcement of Library Use Policy**
- VI. Notification of Library Use Policy Violations**

I. Purpose

- a. The Pembroke Public Library is proudly open to all; a judgment-free space for everyone, shared by the community and used by many different people for many different reasons. The Library strives to keep our facility clean, comfortable, and a safe place for community use. Behaviors that disrupt the provision of Library services are prohibited. To this end, the Library has established rules of conduct to protect the rights and safety of Library patrons, volunteers, and staff, and preserve and protect the Library's materials, equipment, facilities, and 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, and public drunkenness or intoxication, is prohibited.
- b. Dress appropriately for a public place. Shirts and shoes should be worn in the Library. Hygiene should be sufficient so as to not offend others or interfere with Library use.
- c. Use Library spaces for their intended purpose and audience. The Children's room is reserved for use by children and their parents or guardians. The Young Adult room is reserved for teens and those who accompany them. Unaccompanied adults may use these areas to retrieve materials from the collection.
- d. Behave appropriately for a public place. Be respectful of other patrons, staff, the space, and library materials. Prohibited behaviors to include but are not limited to:

1. Loitering in the Library, entryway, or Library property thereby creating a nuisance to those who are trying to enter or exit the building. Patrons shall be engaged in activities associated with the use of a public Library while in the building.
 2. Using wheeled devices inside the Library or on Library grounds, except in designated areas, including use of skateboards, roller skates, and bicycles. These restrictions do not apply to ADA assistive devices or baby strollers.
 3. Exhibiting audible disruptive behavior, such as creating loud noises, screaming, or banging. This includes using cell phones or other technology in a manner that disturbs others. Headphones must be used with audible devices.
 4. Running, rough-housing, or exhibiting any other behaviors that could pose a hazard to others or are better done outside.
 5. Distributing literature, soliciting contributions, or conducting surveys inside a Library facility or on Library grounds, without Library authorization.
- e. 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 must be unobtrusive in their presence including scent, size, and potential for mess. Refuse from food or beverages should be promptly placed in a trash receptacle.
 - f. Proper supervision of children is required. Children up to age 7 must have a parent/caregiver in the immediate vicinity of and in visual contact with the child. Caregivers must be over the age of 13. Please see the Safe Child Policy for more specific information.
 - g. 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.

III. Animals in the Library

- a. Pets and other animals are not allowed in the Library except as authorized by the Director.
- b. Service animals are permitted in the Library with their handler as directed by Title II of the Americans with Disabilities Act. Title II also outlines the responsibilities of the handler including, but not limited to the following:
 1. Service animals must be under the handler's control at all times.
 2. Service animals must not pose a legitimate, direct threat to health or safety.
 3. Service animals must not be allowed on furniture.
- c. To ensure compliance with this policy, staff may ask patrons if their animal is a service animal required because of a disability.

IV. Harassment and Abusive Behaviors

- a. Harassment of staff, patrons, or volunteers in the Library is prohibited. Harassing behavior may take many forms and includes, but is not limited to, stalking, staring or lurking, offensive touching, obscene gestures or sounds, or unwanted conversations.
 - 1. For the purposes of enforcing the Library Use Policy, harassing behavior directed at a Library employee by a Library patron shall include behavior which occurs anywhere both on and off Library property, over the phone, via email, or social media.
 - 2. Behavior that intentionally monopolizes 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.
- b. Abusive behavior, such as threats, use of profanity or offensive language, or violent behavior toward staff, patrons, or volunteers is prohibited.
 - 1. For the purposes of enforcing the Library Use Policy, abusive behavior directed at a Library employee by a Library patron shall include behavior which occurs anywhere both on and off Library property, over the phone, via email, or social media.

V. Enforcement of Library Use Policy

- a. 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.
- b. Library staff have the authority to enforce Library policies. Patrons whose behavior is objectionable may be asked to leave. Failure to leave immediately, as requested, shall be regarded as trespassing.
- c. Library patrons should report disturbing behaviors to a Library staff member promptly.

VI. Notification of Library Use Policy Violations

- a. Notification of violation of the Library Use policy may be verbal or written, depending upon the nature of the violation. If appropriate, a patron 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 said violation is egregious, a verbal warning may not be appropriate and the patron will be instructed to leave the premises immediately.

- b. Further suspension of Library privileges will 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, to their parents or guardian.
- c. Appeal of a notice of suspension may be made, in writing, to the Board of Trustees and to the Library Director within ten (10) days of receipt of notice of suspension.
- d. The patron, or in the case of a minor child, the parent or guardian, will be notified by the Board of the date and time of the hearing on the notice of appeal.

Approved and Voted by the Trustees on 2/21/2024