



Pelham Public Library
24 Village Green
Pelham, NH 03076
Telephone: (603) 635-7581
www.pelhampubliclibrary.org

Patron Behavior Policy

Purpose: The purpose of this policy is to protect the rights of individuals who use library materials or services, to protect the rights of staff, to assist staff in efficiently conducting library business, and to preserve library facilities and materials.

Rules and Regulations:

The following behavior is not allowed by library patrons on library premises. The library premises include the library building and surrounding grounds, parking lot, street, and seating area at the portion of the Village Green adjacent to the library building.

1. Refusing to follow the instructions of library staff.
2. Engaging in any behavior that endangers the safety or health of themselves or others.
3. Violating local, state, or federal law.
4. Vandalizing or deliberately destroying library materials or property.
5. Stealing library materials or the personal property of other patrons or staff members.
6. Disrupting or interfering with library procedures.
7. Using abusive language or engaging in other harassing behavior toward other patrons or staff members.
8. Speaking loudly, laughing or making other noise that disturbs or could disturb other patrons.
9. Speaking on a cellphone outside of the vestibule areas.
10. Smoking cigarettes or drinking alcoholic beverages.
11. Lying or sleeping on a floor, couch, table, or seat.
12. Not wearing shoes or shirt.
13. Soliciting for services, money, items, or signatures that do not reflect library related activities without first obtaining permission.
14. Skateboarding, rollerblading, using scooters or hoverboards.
15. Running, climbing, or standing on furniture.
16. Blocking in any way entryways, vestibules, book returns, computer access, restrooms, elevator passageways, or other common areas.
17. Abusing or inappropriately using elevator or automated doors.
18. Misusing computers or other equipment, including tampering with or changing configurations or software on library computers or displacing, disabling, or unplugging library equipment.
19. Personal hygiene that emanates an odor that hinders others' ability to use and work in the library.

20. Displaying sexually explicit material.
21. Bullying, including using abusive or offensive language, insulting, teasing, engaging in repeated antagonistic behavior, and/or spreading rumors or false claims about another patron.
22. Online bullying (cyberbullying), including using email, text messages, games, chat rooms, or social networking sites to engage in bullying behavior.
23. Other behavior deemed inappropriate by the Library Director or staff.

Noncompliance:

Patrons found in violation of the behavior policy are subject to the following:

- **Warning.** When possible, patrons violating the behavior policy will first be issued a warning. In the case of extreme or dangerous behavior, it is permissible for staff to skip the warning step and proceed directly to more serious action.
- **Loss of privileges.** Patrons engaging in inappropriate behavior may lose library privileges for a period of time determined by the Library Director.
- **Expulsion.** Patrons who refuse to behave appropriately will be asked to leave the library premises.
- **Calling the police.** In cases where patrons pose a clear danger to themselves or others, or when patrons refuse to leave the library premises after being asked to do so by the Library Director or a staff member, the police will be called for assistance.
- **Barring.** Patrons may be barred from the library premises for a period of time to be determined by the Library Director. During the period of barring, the patron will not be allowed to enter the building or grounds.

Patrons subjected to penalties or barring due to failure to follow the behavioral policy may appeal the action by contacting the Library Trustees.

Created and approved by the Pelham Public Library Board of Trustees on March 10, 2006; Revised on December 21, 2016; Revised on February 16, 2021.