

## **Patron Behavior Policy**

The Sharon Public Library is supported by the taxes of the people of Sharon and the Commonwealth of Massachusetts who expect the library to be clean, comfortable, and safe for selecting materials, reading, researching, studying, writing, and attending Library or community sponsored programs and meetings. To this end, 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 Children's Department is reserved for use by children, their parents or guardians, and adults interested in children's literature.

Enforcement of these rules will be conducted in a fair and reasonable manner. Library staff, Library custodian and/or Sharon Police will 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 to one year, or in arrest or prosecution. Violations could also result in the restriction and/or termination of Library privileges, including the use of Library computers and other equipment. Expulsion for more than one week may be appealed in writing to the Board of Library Trustees.

For the comfort and safety of patrons, volunteers, and staff, and the protection of Library property, the following actions are examples of conduct not allowed on Library property.

Engaging in any activity in violation of Federal, State, local or other applicable law, or Library policy.

Carrying firearms and dangerous weapons of any type (except by law enforcement officers).

Being under the influence of alcohol/illegal drugs and selling, using, or possessing alcohol/illegal drugs.

Verbally or physically threatening or harassing other patrons, volunteers, or staff, including stalking, staring, lurking, offensive touching, and obscene acts such as sex acts and indecent exposure.

Soliciting or conducting surveys not authorized by the Library.

Stealing, damaging, altering, or inappropriate use of Library property in Library facilities or on Library grounds, including computer hardware and software, printers, copiers, phones, and other equipment.

Trespassing in non-public areas, being in the Library without permission of an authorized Library employee before or after Library operating hours, or camping on Library grounds.

Fighting or challenging to fight, running, pushing, shoving, or throwing things.

Creating disruptive noises such as loud talking, screaming, snoring or banging on computer keyboards.

Gambling and group activities which are disruptive to the Library environment.

Using audible devices without headphones or with headphones set at a volume that disturbs others. Using cell phones, pagers, and other communication devices in a manner that disturbs others. Cell phone and pager audible ringers must be turned off.

Using restrooms for bathing or shampooing, doing laundry, or changing clothes.

Littering.

Smoking, chewing, and other tobacco use in Library facilities.

Entering the Library barefooted, or without appropriate clothing, with offensive body odor or personal hygiene, or being otherwise attired so as to be disruptive to the Library environment.

Consuming food or beverages in public areas of the Library, including restrooms. No food or beverages are allowed near computers. (Exceptions i.e. beverages in closed containers in areas authorized by library staff).

Bringing in garbage, articles with a foul odor, or articles which, alone or in their aggregate, impede the use of the library by other users. Trash receptacles in and on library property are not to be used for household trash.

Using wheeled devices such as skateboards, roller-skates, bicycles, scooters, shopping carts in Library property or on Library grounds, except in designated areas (exceptions i.e. wheelchairs, walkers, and strollers).

Lying down or sleeping in the restrooms or on any floor, couch, table, or seat in the Library, and by blocking aisles, exits, or entrances by sitting or lying down in them.

Putting your feet up on library furniture.

Neglecting to provide proper supervision of children.

## **Pets and Service Animals**

**Pets:** The library does not allow pets in the building.

**Service Animals:** Under the Americans with Disabilities Act (ADA) and Massachusetts General Law c. 272, § 98A, businesses that serve the public, such as restaurants, hotels, retail stores, taxicabs, theaters, concert halls, and sports facilities, are prohibited from discriminating against individuals with disabilities. Among other things, these laws require businesses to allow people with disabilities to bring their service animals onto business premises in whatever areas customers are generally allowed.

**Definition of a Service Animal:** The ADA defines a service animal as a dog that is individually trained to do work or perform tasks for a person with a disability. If the animal meets this definition, the animal is considered a service animal. The animal does not have to be licensed or certified as a service animal. State law protects dogs being used, or in training to be used, for people who are blind, deaf or physically handicapped.

**Exclusion of Animal Due to Threatening Behavior:** The Library maintains the right to exclude any animal, including a service animal, from the Library when that animal's behavior poses a direct threat to the health or safety of others. For example, any service animal that displays vicious behavior towards other guests or customers may be excluded. You may not make assumptions, however, about how a particular animal is likely to behave based on your past experience with other animals. Each situation must be considered individually.

**Special Accommodations:** If a patron requires special accommodations for the use of service animals, please contact the Library Director at 781-784-1578 x 1425.

## **Expulsion from Building/Suspension of Library Privilege**

Failure to comply with the Library Behavior Policy will result in the patron being asked to leave the Library; continued noncompliance will result in suspension of library privileges.

The Director delegates to Library supervisors, and by extension and Library staff, the authority to request a patron leave the building. Patrons misbehaving are generally given two warnings to comply with the policy, and if non-compliance continues, they will be asked to leave the building. Patrons asked to leave the building for disciplinary reasons shall be barred for the remainder of the day and/or evening.

Suspensions beyond 24 hours shall be determined by the Library Director and the Board of Library Trustees. Patrons are afforded a pre-deprivation hearing to contest the pending suspension. In order to justify a suspension of library privileges, the Director and the Board of Trustees must find/cite specific conduct on the patron's part that violates the Library Behavior Policy or state statute concerning public library access and use.

Notice of suspension will be sent by certified mail, return receipt requested, to the last known address of the patron or, in the case of a minor child, his/her parents or guardian. A copy of this correspondence will be sent to the Town Administrator and the Sharon Police Department.

Appeal of the suspension may be made, in writing, to the Board of Library Trustees, Sharon Public Library, 11 North Main Street, Sharon, MA 02067-1299, within ten (10) days of receipt of the notice. 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.