



## Patron Conduct

Hampshire County Public Library provides a safe, comfortable environment conducive to the use of library materials, equipment, and facilities by 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 purposes. Misconduct will not be allowed in the library.

Library staff members are responsible for identifying incidents of misconduct and for policy enforcement. Patrons who observe misconduct should avoid confrontation and immediately notify library staff.

Misconduct is behavior that:

- interferes with the rights of individuals to use library materials, services, and/or premises, both inside and outside the library building.
- interferes with the ability of library staff to conduct library business
- threatens the safe and comfortable environment of the library or the safety of those using the library
- impeding access to library resources or premises for extended periods of time.
- violates any city, state, or federal laws
- causes deliberate destruction of library materials or property, and/or the personal property of patrons or staff members.
- accessing non-public or locked areas without authorization.
- refusing to comply with the directive of a library staff member.

The following are examples of behaviors considered to interfere with the rights of individuals or conduct of library business:

- Willfully annoying, harassing (any action taken or situation created to produce psychological or physical discomfort), or threatening another person.
- Disorderly, loud, or boisterous volume from person or any auditory devices.
- Using abusive or profane language.
- Maliciously accessing, altering, deleting, damaging, or destroying any computers, peripherals, network, program, or data.
- Inappropriate touching of self or others.
- Intentionally leaving suspicious items on the premises.
- Distributing or posting material without library staff approval.
- Picture taking or video taping of individuals unless authorized by the individuals involved, or their parents if minors are present.
- Soliciting of sales to library patrons, except at library-sponsored events; as well as soliciting signatures in person for a petition.

Sexual Harassment:

Sexual harassment includes unwelcome sexual advances, flirtations, propositions, sexually degrading words to describe an individual, graphic or suggestive comments, or requests for sexual favors. Library staff may refuse to assist a patron if they believe that such assistance will require the employee to view

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printed or computer screen materials that the employee finds to be offensive or interprets as harassment. The library employee must immediately ask a supervisor for assistance with the patron's request. Patrons who harass staff or other patrons will be asked to leave the library and, if appropriate, their behavior will be reported to the appropriate authorities.

Enforcement of these rules may take the form of any of the following actions, depending upon the severity of the misconduct as determined by the staff on duty. All situations will be assessed independently, depending on the nature of the misconduct, the extent of damage or disruption caused by infractions of library policies, and other relevant circumstances.

- Patrons who engage in misconduct 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.
- Patrons who engage in misconduct that is deemed by judgment of a staff member to be extreme will be ordered to leave the building immediately.
- If necessary, the senior staff member on duty are authorized to call local authorities to intervene.
- Patrons who have received multiple requests to vacate the premises may receive a written notice from the Director stating they have been barred from the library for a specified time frame.