

NORWELL PUBLIC LIBRARY
BEHAVIOR POLICIES, RULES AND PROCEDURES

Philosophy

The Norwell Public Library encourages persons of all ages to use its facilities and resources for reference, study, reading, and browsing in a safe and quiet environment. Consideration of the rights of others to work safely and undisturbed is critical. Respectful behavior is expected from staff and patrons alike.

Regulations

The library will provide rules and guidelines that will outline appropriate library decorum. Measures will be taken to restore order and a safe environment for patrons and staff.

Disruptive behavior is prohibited. Disruptive behavior includes, but is not limited to, disturbing other patrons; quarreling; moving furniture; blocking aisles and/or entries; aimless and/or restless roaming; and acts of vandalism.

Building entrances and exits must not be blocked.

Animals are not permitted in the library except for guide or assist animals.

Audio and visual devices are not allowed in the library if they are audible to anyone except the person wearing headphones.

Any sports equipment brought into the library must be left at the circulation desk.

Staff members are not responsible for user's personal belongings.

The following are prohibited in the library:

- Smoking
- Loud talking
- Abusive language
- Eating
- Cell phones, pagers and other devices
- Destruction of property
- Commercial solicitation and distribution of leaflets
- Drinking
- Running

Procedures

1. The policies and rules for behavior will be posted in several places in the library.
2. Staff members will give a verbal warning to library users who are not behaving appropriately or who are disruptive.
3. Staff members will explain applicable regulations and the rationale behind them as well as other suggestions for appropriate behavior. Patrons will also be reminded that their behavior is bothering other people and/or is not safe.
4. Staff members may ask library users to leave the building if the inappropriate behavior continues after a warning and explanation.
5. If the offending patron refuses to follow the request of staff members or the staff feels there is the potential for danger to other patrons, staff or the facility, the police may be called.
6. If there is a medical emergency with a library user, a staff member will call Norwell's EMTs first and then attempt to contact a family member if one can be determined.
7. A ten-minute announcement will be given prior to closing the library.
8. Staff members have the right to inspect any/all bags, purses, briefcases, packs, etc. for library materials, which have been inadvertently packed with a user's other materials.

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