

Goffstown Public Library Patron Behavior Policy

For the Library to be safely enjoyed by all patrons, the following rules and regulations must be observed. Patrons who exhibit behavior inconsistent with the following rules may be asked to leave the Library. Individuals who habitually disregard these rules may be prohibited from using the Library for a designated time period.

1. All patrons, regardless of age, must wear clothing, including shoes, while in the Library.
2. Many patrons use the Library as a place for quiet study. Patrons should respect the rights of others and not engage in loud conversations or noisy activities.
3. Please turn cellular telephone ringers off while in the building, and place any outgoing calls from outside the building.
4. With the exception of those assisting patrons with a disability, animals are not permitted in the Library building without the approval of the Library Director.
5. Parents are responsible for the behavior and supervision of their children. Children under the age of eleven should not be left unattended in the Library. (Please see "Unattended Children Policy")
6. No one may interfere with another person's right to use the Library or with the Library staff's performance of their duties.
7. Threatening the safety or rights of another person, including but not limited to, violent or disorderly behavior, threats of violence, use of abusive language and display of any weapon they are entitled to possess in a threatening or unsafe manner may result in removal from Library premises by the Goffstown Police Department.
8. Disruptive public displays of affection are inappropriate and may result in removal from the Library premises if requests to cease are ignored.
9. Public bathrooms are meant for one person at a time unless a parent is accompanying their young child or a caregiver is required.
10. Patrons are responsible for their personal property. Please do not leave items unattended.
11. Bicycles, roller blades, skateboards, scooters, or similar equipment may not be used in the building or the parking lot. Bicycles should be left in the rack outside the Library building.
12. Use of alcohol, tobacco, vapes and e-cigarettes is not permitted anywhere in the Library building.
13. Solicitation and distribution of non-Library materials is not permitted without the permission of the Library Director. (Please see "Public Posting Policy")

14. The Library staff reserves the right to contact the Goffstown Police Department for assistance related to the dismissal of a patron or the discovery of an unattended child.

Consequences of Policy Violation

Enforcement of these rules may take the form of any of the following actions, depending on the severity of the violation, which will be determined by the staff on duty at the time. Misconduct by persons under eighteen years of age is discussed by the remedies provided in the Library's Unattended Children Policy.

- Patrons who violate this policy will be given one verbal warning and asked to behave in an appropriate manner. Patrons who do not modify their behavior after one warning may be asked to leave for the rest of the day.
- Patrons who violate this policy in a manner that staff judge is "extreme" may be ordered to leave the building immediately and may be requested not to return for the remainder of the day. "Extreme" violations may include activities that are harassing, threatening, dangerous, or destructive to persons or property at the Library premises.
- If necessary, the senior staff member on duty may call the Goffstown Police for assistance.
- Patrons whose behavior is significantly disruptive of the Library's mission, either because of repeated violations of this policy, or because of a single extreme event which is dangerous, threatening, harassing or destructive to persons or property, may have their Library privileges revoked, including a prohibition against entering the Library, for a period of up to one year. The length of the revocation will depend on the nature of the violation, the extent of damage and disruption caused by policy infractions, and other relevant circumstances.
- In cases where the patron's behavior does not constitute an immediate threat to the health, safety or security of patrons or staff, or to Library property, the patron will be provided with written notice, by certified or registered mail, or hand delivery by the Goffstown Police, of the Library's intent to impose a suspension or revocation of Library privileges. The notice will specify the date on which the suspension or revocation of privileges is to commence, and the reason(s) for said action. The notice will also include language advising the patron of his or her right to challenge the decision by requesting a hearing before the Library Board of Trustees. A request for hearing must be received within five (5) days of the notice. If a hearing is requested, it will be scheduled at the next scheduled meeting of the Library Board of Trustees or within 30 days. If no request for hearing is made, the revocation or suspension of privileges will become effective on the date specified in the notice. The decision of the Board of Trustees following any hearing will be final, including prohibition against entering the Library for a period of up to one year, depending on the nature of the violation, the extent of damage and disruption caused by policy infractions, and other relevant circumstances. Patrons may request a hearing, in writing, before the Library Board of Trustees to appeal the notice within fourteen (14) days of such notice and the notice shall include language advising the patron of the right to appeal.
- In cases where a patron's behavior is deemed to constitute an immediate threat to the health, safety or security of patrons or staff, or to Library property, the Library Director may impose an emergency suspension of the patron's Library privileges and prohibit the patron from entering the Library. In cases of emergency suspension of privileges, the patron will be provided with written notice, by certified or registered mail, or hand delivered by the Goffstown Police, of the immediate suspension of the patron's Library privileges for a period of time, not to exceed one year, and advising the patron that he or she is not permitted to enter the Library or Library grounds without prior, exceptional permission of the Library Director. The notice will include language advising the patron that he or she can appeal the Library Director's decision by requesting a hearing before the Library Board of Trustees. If a hearing is requested, it will be scheduled at the next scheduled meeting of the Library Board of Trustees or within 30 days. The decision of the Library Board of Trustees following any hearing will be final.

Any unlawful actions committed in the Library or on the Library premises will be immediately reported to the Goffstown Police Department.

Approved by Library Trustees April 16, 2003

Revised & approved: July 20, 2011; June 18, 2014; December 21, 2016

Reviewed October 17, 2018