

Joshua Hyde Public Library
306 Main Street
Sturbridge, Massachusetts 01566-0186
(508) 347-2512
www.SturbridgeLibrary.org

PATRON BEHAVIOR POLICY

In order to ensure that every patron of the Joshua Hyde Public Library has the opportunity to enjoy the benefits of the Library in a comfortable and safe environment, all people visiting or using the Library's facilities or services must comply with the Joshua Hyde Public Library Patron Behavior Policy while on the Library's premises. The Library reserves the sole right to determine what it considers to be disruptive or inappropriate behavior by the patrons in the Library.

Dangerous, destructive, or illegal conduct, including but not limited to the following, will not be tolerated:

- physical abuse or assault, including fighting or challenging others to fight;
- engaging in intimidating or harassing behaviors, including following or stalking other patrons or Library staff, staring fixedly or leering at others;
- damaging, destroying, stealing, or otherwise vandalizing Library property.

Any patron engaging in one or more of the above behaviors will be instructed to leave the Library immediately and may have Library privileges suspended for a period of up to one (1) year depending on the severity of the violation. In addition, law enforcement may be called and appropriate legal action may follow.

The following behaviors are also prohibited:

- using harassing, obscene, abusive, or insulting language or gestures;
- leaving children under the age of eleven (11) unattended by a parent, guardian, or caregiver;
- disrupting other patrons by talking, gesturing, or interfering with their ability to read, study, contemplate, or otherwise use the Library;
- interfering with Library staff's performance of their duties;
- entering the Library with animals other than service animals authorized by law;
- making loud or unreasonable noise, including but not limited to the use of electronic equipment or mobile telephones at a volume that disturbs others. Ringer volumes should be set to silent or vibrate;
- petitioning, soliciting, or selling merchandise or services without written permission from the Library Director, including the distribution of handbills or flyers;

- refusal to follow reasonable direction from Library staff, including but not limited to leaving the Library during normal closing procedures or following a suspension of Library privileges or refusing to evacuate during an emergency.

Unattended adults

Adults who are not accompanied by children may not use the Children's Room as a reading or sitting area. Materials may be taken to the Main Floor and enjoyed there. Adults who are not accompanied by children may not attend children's programs.

Engaging in any of the above behaviors may result in Library privileges being suspended for a period of up to one year.

Approved by the Board of Library Trustees, March 2021