

NORWELL PUBLIC LIBRARY
APPROPRIATE LIBRARY USE POLICY

POLICY STATEMENT

The Norwell Public Library operates on the principle that library services should be provided on the basis of equality of access for all. Library users acknowledge by their presence a responsibility to maintain an atmosphere of civility in order to respect and protect the rights of others in the use of the library and its services. Behavior that is disruptive or unreasonably disrespectful or disturbing to others will not be tolerated. Disruptive patrons may be asked to leave the library.

Rules of conduct respect the rights and safety of library patrons, volunteers, and staff, and preserve and protect the library's materials, equipment, facilities, and grounds.

REGULATIONS

Enforcement of these rules will be conducted in a fair and reasonable manner. Any patron who violates the library rules and regulations will be asked to cease the behavior and may be asked by library staff to leave the premises. Failure to comply with the Library's established rules, regulations, and policies could result in removal from the premises and expulsion from the library, or in arrest or prosecution. Violation could also result in the restriction and/or termination of Library privileges. Library employees will contact the Norwell Police for assistance when warranted by safety concerns.

Patrons who are asked to leave the premises will typically be welcomed back the following day should they follow library rules and policies. However, especially grievous violations of policy will be subject to longer expulsions and review by the Trustees. A second request to leave the premises will result in a one-week ban from the library, and a third request will result in a one-month ban with a possible extension to be determined by the Library Board of Trustees. Any patron who wishes to appeal a ban may submit an appeal in writing to the Library Board of Trustees to be considered at their next possible meeting. The Library Director will then follow up with the patron regarding the Board's decision.

CONDUCT NOT ALLOWED IN THE LIBRARY

- 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.
- Trespassing in nonpublic areas-without permission of an authorized Library employee before, during, or after Library operating hours.
- Consumption of tobacco products, marijuana or e-cigarettes is not allowed in the library or on its grounds. (MGL Ch. 270, Section 6(a) and 22.)
- Damaging or defacing library materials or property; such conduct may result in prosecution (MGL, Ch. 266, Sec. 100). Parents can be held liable for damage done by a child under age 18 (MGL, Ch. 231, Sec. 85). Theft of library materials, use of false identification to obtain a library card, or use of another person's library card without his/her permission is against state law (MGL, Ch. 266, and Sec. 99).
- Cell phone ringers should be turned off inside the library. Extended phone conversations may be disruptive to other library users. Cell phone conversations should be brief and quiet. Longer calls should be taken in the vestibule or outside. Phone conversations are permitted in all study rooms, but consideration must be made for nearby patrons.
- Using audible devices without headphones or with headphones set at a volume that disturbs others. Using cell phones, tablets, laptops, and other personal devices in a manner that disturbs others.
- Creating a disturbance by making noise, talking loudly, using abusive language, threatening behavior, or engaging in other disruptive conduct.
- Sleeping is generally not permitted in the library. Library users who doze off for a short time will not be disrupted, but staff may use a loud voice to attempt to wake them should there be any concern of a medical issue, intoxication, or disturbance to other patrons such as snoring.
- Littering.
- Patrons must wear proper attire which conforms to the standard of the community for public places, including shirts and shoes.
- Obstructing building entrances, exits, and aisles.
- Remaining in the library after announced official closing. Staff will issue a "close time warning" 30 minutes and then 15 minutes prior to closing, at which time computers will

automatically shut down. Patrons should allow adequate time for checking out materials and vacating the building by closing time.

- Food delivery is not permitted at the library. The use of food delivery services such as Door Dash, must be done outside of the library building. Library staff will not accept food deliveries and will not notify/track down patrons in the library to collect their deliveries. Patrons are asked to refrain from eating food, except at approved programs and in the library's cafe. Beverages in spill-proof containers are permitted, except in the Local History Room.
- Soliciting or canvassing; signature collection for town offices or ballot initiatives may be done in person outside the library.
- Pets or animals are not allowed in the library, other than service animals necessary for assisting individuals with disabilities, except as authorized by the Library Director.

In addition:

- Tutors utilizing library space must abide by the rules of this policy and the Study Room Use Policy. Additionally, tutors and students are asked to speak quietly and bring their own supplies. The library telephone may not be used to make or cancel appointments, no messages may be conveyed through library staff, and tutors cannot advertise or receive payment in the library.
- All bags and other articles are subject to inspection by authorized personnel.
- After an incident staff shall fill out an Incident Form and deliver it to the director.
- Patrons are responsible for their personal belongings. Library staff is not responsible for personal belongings left unattended.

Reviewed and amended by the Board of Library Trustees March 28, 2023