

## **Goffstown Public Library Visitor Behavior Policy**

To ensure a welcoming, safe, secure, and enjoyable environment for all visitors, the staff of the Goffstown Public Library enforce the following policy. The Visitor Behavior Policy extends to behavior on all library property, including parking lot, driveway, and all green space and gardens. The library is considered a limited public forum.

### Guidelines for Library Use:

- Ask for help when needed or if you are not finding the resources you need.
- Be considerate of others, including library staff and volunteers.
- Respect the facility, equipment, and materials.
- Be responsible for your children. Children under the age of eleven should not be left unattended in the Library. (Please see “Unattended Children Policy”)
- Be responsible for personal belongings; do not leave them unattended.
- All visitors, regardless of age, must wear clothing, including shoes, while in the Library.
- All visitors will be required to wear a face covering during a public health emergency and when recommended by public health officials.
- If a child or any family member is too sick to attend school or work, they are too sick to be at the Library.
- As a courtesy, please turn cellular telephone ringers off while in the building and place any outgoing calls from outside the building.
- With the exception of those assisting individuals with a disability, animals are not permitted in the Library building without the approval of the Library Director.
- 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.
- Disruptive behavior is inappropriate and may result in removal from the Library premises if requests to cease are ignored.
- Public bathrooms are meant for one person at a time unless a parent is accompanying their young child or a caregiver is required.
- 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.
- Use of alcohol, tobacco, marijuana, vapes, e-cigarettes, and illegal drugs is not permitted anywhere in the Library building or on library property.
- Solicitation and distribution of non-Library materials is not permitted without the permission of the Library Director.
- The Library staff reserves the right to contact the Goffstown Police Department for assistance related to the dismissal of a visitor 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.

- Visitors who violate this policy will be given one verbal warning and asked to behave in an appropriate manner. Visitors who do not modify their behavior after one warning may be asked to leave for the rest of the day.

- Visitors 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.
- Visitors 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 visitor’s behavior does not constitute an immediate threat to the health, safety or security of visitors or staff, or to Library property, the visitor 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 visitor 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) business days of receiving 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. Visitors 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 visitor of the right to appeal.
- In cases where a visitor’s behavior is deemed to constitute an immediate threat to the health, safety or security of visitors or staff, or to Library property, the Library Director may impose an emergency suspension of the visitor’s Library privileges and prohibit the visitor from entering the Library. In cases of emergency suspension of privileges, the visitor will be provided with written notice, by certified or registered mail, or hand delivered by the Goffstown Police, of the immediate suspension of the visitor’s Library privileges for a period of time, not to exceed one year, and advising the visitor 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 visitor 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

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