

Disruptive Behavior Policy and Procedures

The Greenfield Public Library welcomes all who wish to use its resources. Mutual respect and cooperation on the part of patrons will ensure that everyone is able to use the library in a peaceful and productive manner.

Behavior which interferes with the activity (work) of other patrons will not be tolerated. Disruptive behavior includes, but is not limited to:

- Disorderly, boisterous or loud activity.
- Gathering in groups in such a manner as to disturb others.
- Blocking the safe passage of others into or out of the library or in its aisles or corridors.
- Audible phones, radios, CD players, I-pods, computers or other electronic devices.
- Talking loudly on a cell phone in a manner that disturbs others in any area other than the outer lobby.
- Threatening, obscene or abusive language.
- Panhandling, soliciting, or selling.
- Harassing or threatening another. Harassing behavior is deliberate and/ or repeated behavior that is not welcome and creates a hostile environment. Examples of harassment include staring at or following another person, verbal or physical propositions.
- Possessing weapons or items which may be perceived or used as weapons (whether legal or not). Law enforcement personnel are an exception to this policy.
- Using tobacco products in the library.
- Bringing alcohol or illegal drugs into the library.
- Using another person's library card number to access the public computers.
- Defacing, damaging or dangerous use of the furniture or facilities, such as sitting on tables, the top of shelves or the backs or arms of chairs and sofas.
- Refusal to cooperate with the requests of library staff (e.g., failure to identify oneself when asked).
- Riding skates, roller blades, skateboards or scooters in the library.
- Bringing animals in the library with the exception of service animals.
- Tampering with light switches.
- Sleeping in the library.
- Having **uncovered** beverages in the library.
- Consuming food in the library in any area other than the café area.

In most cases, a person who is disruptive will be given a verbal warning by the library staff. If a second intervention is needed, the person will be warned that continued misbehavior will result in expulsion from the library for the remainder of the day. If the person refuses to leave the library when asked, library staff will contact the police. A record of all warnings given will be kept by library staff. This process does not have to be followed if the library staff believes the conduct of the patron is so disruptive that multiple warnings are not practical.

If the staff believes a patron is in violation of disorderly conduct or loitering laws, or is engaged in other unlawful behavior, police will be contacted immediately (without a warning to the patron). ~ If a patron has been expelled from the library in the recent past, further disruptive behavior will result in immediate expulsion from the premises.

Approved by the Library Board January 10, 2010