

Uxbridge Free Public Library Patron Behavior Policy

Purpose: Uxbridge Free Public Library Behavior Policy ensures that our facility is safe, welcoming, and provides equitable access to all library materials and services. All patrons are welcome at the Uxbridge Free Public Library but must not interfere with the ability of others to use library resources, services and facilities.

Please help the library serve the community effectively by observing the following:

- Drinks in securely covered containers are allowed throughout the library; except in the local history room and at the computer workstations.
- Please refrain from eating.
- Silence your cell phone when entering the library. Respectfully quiet phone conversations are permitted **only** in the children's department entryway.
- Keep belongings with you at all times.
- Wear a shirt and shoes at all times in the library (Uxbridge Board of Health Regulations, Articles 1 and 8).
- Maintain clean personal hygiene. Patrons may be asked to leave the library if their personal hygiene interferes with library operations.

For the comfort and safety of patrons, staff and volunteers, the following activities are prohibited:

- Smoking (including vaping), using alcohol or illegal drugs in library building or on library grounds. (Massachusetts General Law (MGL), Chapter 270, Section 21-22)
- Creating a disturbance by making noise, talking loudly, or other disruptive conduct. (MGL, Chapter 272, Section 41)
- Interfering with another patron's right to use the library or with the library staff's performance of their duties.
- Using audible devices without headphones or with headphones set at a volume that disturbs others.
- Threatening behavior, including verbal abuse, physical violence, threats of violence and weapons.
- Misusing the restrooms.
- Sleeping.
- Animals, except for assistance dogs.
- Neglecting to provide proper supervision of children under 12. Responsible persons must remain in programs with children who require supervision, regardless of age. (MGL, Chapter 231, Section 85)
- Soliciting or canvassing.
- Trespassing in non-public areas.
- Defacing or damaging Library property. (MGL, Chapter 266, Section 100)

When possible, staff will first educate individuals about library policies before taking stronger measures to enforce those policies. The library staff is responsible for enforcing these rules. Failure to follow these standards will result with the following actions:

First Offense: Staff will give a verbal warning of inappropriate behavior.

Second Offense: Staff will ask patron to leave the library premise.

Third Offense: If patron refuses to comply, the police will be called.

Exceptions to this protocol will be made for egregious violations.