

NEW HAMPSHIRE STATE LIBRARY
PATRON CODE OF CONDUCT POLICY

STATEMENT OF POLICY

All persons using the Library are welcome, but no one may interfere with or impinge upon any other person's ability to use the New Hampshire State Library, or staff's ability to provide services. The New Hampshire State Library supports the right of all individuals to free and equal access to information and use of the library without discrimination, intimidation, threat of harm or invasion of privacy. The New Hampshire State Library relies on existing legislation and law enforcement mechanisms of controlling behavior that involves public safety, criminal behavior or other issues covered by existing state or federal statutes. The New Hampshire State Library prohibits activities inconsistent with the achievement of the library's mission. This policy is based upon the American Library Association's *Guidelines for Policies Regarding User Behavior and Library Usage, revised January 2005.* Library administrators and supervisory staff have authority to enforce this policy.

Patrons who violate the Patron Code of Conduct Policy will be instructed to remove themselves from the premises. Repeated violations of this policy may lead to limitations or revocation of library privileges and/or eviction from the library. Repeated evictions may lead to permanent banishment from the library. A patron who has been evicted or whose privileges have been revoked may schedule a meeting with the State Librarian to review the Standards of the Patron Code of Conduct Policy.

1) **Prohibited**

- a) Intimidation, threats and verbal harassment towards staff and patrons, including without limitation, yelling, foul language, sexual advances or sexual harassment, following or stalking in the library building or on library grounds
- b) Disruption of the orderly conduct of business, including without limitation, loud, boisterous and unruly behavior, running, loud cell phone conversations
- c) Failure to comply with a reasonable direction of a library staff member
- d) Using library material, equipment, furnishings, fixtures and building in a destructive, abusive or potentially damaging manner
- e) Operating roller skates, skateboards or other similar devices in or on library premises.
- f) Interfering with the free passage of library staff or patrons in or on library premises, (without limitations) by placing objects such as bicycles, skateboards, backpacks or other items that impede free passage
- g) Being under the influence of any controlled substance or intoxicating liquor or beverage
- h) Smoking at the entrance to the library. Smoking is restricted to cigarette receptacles.
- i) Consuming food and beverages in the library
- j) Selling, soliciting and panhandling in the library building or on the library property
- k) Habitual, daily sleeping, noisy sleeping and lying on the floor and tables
- l) Entering non-public areas in the library without escort or permission
- m) Loitering at entrances to the library
- n) Entering the library with bare feet or bare chest
- o) Bringing in excessive baggage such as sleeping bags, bedrolls, luggage, shopping carts and large camping backpacks. Small backpacks, book bags, briefcases, laptops and purses are permitted.
- p) Refusing to leave the building during an emergency or drill evacuation
- q) Refusing to relinquish computer equipment or other library resources after scheduled period of use has expired

- 2) Materials may not be removed from the library without proper authorization.
- 3) The Library reserves the right to inspect personal belongings for concealed library materials. Theft, destruction, damage and defacement of Library material may lead to prosecution under NH RSA 202-A.
- 4) Personal property may not be left unattended. The Library is not responsible for lost or stolen items.
- 5) Children under ten (10) years of age must be accompanied and supervised by an appropriate caregiver when visiting the library. Visitors of all ages are allowed to access the Federal Depository Library Program (FDLP) collection, by federal law.
- 6) Personal hygiene that emanates an odor so as to cause a nuisance to others' ability to use and work in the Library may be cause for removal.
- 7) Service animals as defined by RSA 167-D are welcome. All other animals are prohibited.

Effective: October 29, 2015