



Dedham Public Library

Massachusetts

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Patron Code of Conduct Policy

The Library Board of Trustees believes that library patrons and employees have the right to an environment that is secure and comfortable and that library patrons have the right to use library resources and services without being disturbed by other library users.

- The Library staff will encourage patrons toward acceptable library behavior.
- The staff will give warning of inappropriate behavior.
- In case of minor disruption, and after an explanation and warning, a patron may be asked to leave the library for the rest of the day.
- If the offending patron refuses to follow the requests of the staff, or the staff feels there is a potential danger to patrons or staff, the police will be called.
- In medical emergency situations, 911 will be called.
- Smoking (or use of tobacco products in any form) and the use of controlled substances are not permitted in the library.
- No soliciting or distributing of leaflets with the library.
- Animals are not permitted (except for guide or assist animals).
- Appropriate attire, including shirts and shoes must be worn at all times.
- Staff is not responsible for patrons personal belongings left unattended.
- Bicycles should be placed in the bike rack and locked. Bikes may not be left inside the library or on the handicap ramp leading into the library.
- Any sports equipment brought into the library must be left at the area facing the circulation desk (i.e. skateboards, basketballs, tennis rackets etc.) and not interfere with foot traffic and clear passage.

- Computers and radios or other audio devices with headphones may be used in the library if the volume is not audible to others.
- Cell phone conversations are disruptive to patrons and staff. Patrons should turn off cell phones before entering the library, or set ringers to vibrate. All cell phone conversations should be conducted outside the buildings.
- The telephone at the circulation desk is a business phone. It may be used by patrons (with permission of staff) in cases of emergency or to call for rides if no other means is available.
- Loud and intrusive behavior that disturbs others is prohibited.
- Physical or verbal harassment of others, including library staff is prohibited and may result in referral to the police.
- The material and equipment in the library are here for patron and staff use; any purposeful damage done to material, equipment, furniture, building or property of the library is against the law and will be reported to the police.
- The library cannot supply materials such as tape, paper, envelopes, etc. Patrons are expected to provide their own.
- The library's fax machine is for library communications only; patrons will be referred to local businesses which offer this service.

Children and the Dedham Public Library

Children are expected to observe the same rules as stated for all patrons with the following additions:

- Parents or guardians are responsible for the behavior of their children in the library and may not leave young children unattended.
- If a problem arises with children of any age and we are unable to locate the parent(s) or if the library is closing and the parent(s) cannot be located, the police will be called at the discretion of the staff.
- A child's disruptive behavior will be brought to the attention of his or her parent or guardian.
- If unattended, the parents will be contacted and asked to pick up their child immediately.
- Staff members will not transport children from the library to any other location.
- When children are attending library programs parent(s) must be aware of the times of the programs.

Voted and approved by the Board of Library Trustees 2/13/13

Effective Date: 2/13/13