



## LIBRARY BEHAVIOR POLICY

The East Longmeadow Public Library is a very active center of information, cultural activities, recreation and learning. Everyone using this facility will receive impartial, helpful, and friendly customer service. With the amount of activity in the library, rules have been established regarding proper library behavior necessary to maintain an atmosphere in which patrons and staff can be free from harassment, intimidation, retaliation, bullying and threats to their safety and well-being. These regulations exist to promote the use and enjoyment of the resources and services of the library, and protect the safety of the general public, the library staff, and the equipment and materials of the library. It is expected that patrons using the library will conduct themselves in an orderly and respectable manner.

The Library Director and staff reserve the right to require anyone who violates these rules of conduct to leave the premises. The Library Director may deny permission for a person to enter the library for a specified time if that person continues to violate these rules, or if that person has engaged in criminal behavior on Library premises. Unlawful activities will be reported to the East Longmeadow Police Department.

In the event the property of the Library is damaged or destroyed, the person or persons responsible for such damage will be held accountable for their actions and the matter will be turned over to the Board of Library Trustees and/or the East Longmeadow Police Department. Parents, legal guardians, and other caregivers are responsible for the behavior and supervision of their children and may be liable for any damage caused by a child under the age of eighteen. (See Safe Child Policy; M.G.L. Chapter 231, Section 85G)

The following activities are examples of behavior not allowed on Library premises:

- Threatening behavior, including, but not limited to: violence, threats of violence and possession of weapons;
- Vaping by use of e-cigarettes, vape pens or similar devices;
- Smoking tobacco products by use of cigarettes, cigars, or pipes (M.G.L. Chapter 270, section 22);
- Blocking of public entrances or interfering with people entering or exiting the building (Town of East Longmeadow, MA, By-Laws; 8.010 (c) 0);
- Bringing animals into the library building without the permission of the Library Director, except for those needed to guide or assist a disabled person;
- Creating a disturbance by noisy or disruptive behavior; (M.G.L., Chapter 272, section 41);
- Willfully setting the volume of an audio device to disturb persons assembled nearby; (M.G.L., Chapter 272, section 41);
- Destruction or defacement of library building, property or materials (M.G.L. Chapter 266, section 100);
- Soliciting money, goods, or materials;
- Entering a non-public area of the Library without the permission of a staff member;
- Eating in non-designated areas of the Library; (Food and Drink Policy)
- Eating and drinking at or near electronic devices; (Food and Drink Policy)
- Use of alcoholic beverages (Town of East Longmeadow, MA, By-Laws; 8.020 (b); Food and Drink Policy)
- Refusing to comply with the reasonable requests of any member of the Library staff.
- Loud or abusive talking-particularly profanity; (Town of East Longmeadow, MA, By-Laws; 8.010 (b))

*The Library Behavior Policy is subject to review and amendment by the Board of Library Trustees.*

**Approved by the Board of Library Trustees, January, 2005;**  
**Amended by the Board of Library Trustees, April, 2008;**  
**Amended by the Board of Library Trustees, May 2014;**  
**Amended by the Board of Library Trustees, January 2020**