

Dover Public Library  
Policy on Patron Conduct

In order to provide an environment in which all patrons may safely and freely use and enjoy the library, some expectations regarding patron conduct will be enforced.

Patrons shall be engaged in activities associated with the use of a public library while in the building. Patrons not engaged in reading, studying, listening to, or viewing library materials or using computers shall be required to leave the building. Those whose conduct is disruptive to library operations or to others' use of the library may have the privilege of using the library abridged or denied to the extent necessary to deal with the problem.

No list can be exhaustive, and any conduct which disrupts the library is prohibited. However, conduct which may lead to denial of library privileges includes, but is not limited to, the following:

- damaging library property;
- threatening or harassing patrons or staff members;
- staring at another person with the intent to annoy that person;
- following another person about the building with the intent to annoy or intimidate that person;
- singing or talking loudly to others in monologues;
- possession of a weapon unless in performance of official duties;
- smoking;
- entering or occupying the building without a shirt or other apparel covering the upper body;
- entering or occupying the building without shoes or other footwear;
- under the obvious influence of alcohol or drugs;
- playing of audio equipment so that others may hear it;
- talking loudly enough to disturb others;
- body odor so offensive as to disturb or be a nuisance to others;
- soliciting or selling items in any public area;
- anything which may be reasonably expected to result in injury or a disturbance to others;
- any illegal activity.

Patrons indulging in improper conduct will be asked to cease that conduct, to move to another location or activity, or to leave the library. Severe or recurring problems may be dealt with by barring use of the library to the individual involved, or by making library use conditional. In general, the least restrictive means which effectively deals with the conduct shall be employed.

Minor problems shall be dealt with by the staff member observing it; more serious or recurring problems should be handled by the senior staff member on duty. Only the Director, in consultation with the Dover Police Department, may ban an individual indefinitely from use of the library. Police will be called when conduct is illegal, when it poses a threat to the library or an individual, or when an individual refuses to leave the library when asked to do so.

After any serious incident or one in which an individual is asked to leave the library, the staff member(s) on duty will prepare a written account for the Director by the end of the next working day.

Adopted \_\_\_\_\_ 4/3/08 \_\_\_\_\_  
Dover Public Library  
Board of Trustees