

## Customer Behavior Policy

Plumb Memorial Library  
Rochester, Massachusetts

The Plumb Memorial Library encourages people of all ages to visit the library. Those using the library and its resources have the right to expect a safe, comfortable environment that supports appropriate library services. Use of the Library requires respect for others who are also enjoying the library facilities and services. Certain activities are inconsistent with the mission of the Library and will not be tolerated. Among these are the following:

- Disruptive behavior, such as but not limited to: running, playing audio equipment so that others can hear; threatening or harassing behavior; public intoxication; talking loudly; or engaging in any other behavior which would hinder the Library from carrying out its mission
- Stealing or vandalizing any property of the Library, Library Staff, or Library Patrons
- Soliciting of any kind including seeking or collecting signatures for a petition, unless permission has been granted by the Library Director and/or Board of Trustees
- Smoking or the use of other tobacco products in the Library or on the premises
- Possession or the use of alcohol or illegal drugs
- Possession of weapons including but not limited to: knives, guns, clubs, and blades
- Misuse of restroom (e.g. using them as a laundry or washing facility)
- Bringing animals into the Library, except service animals, or with permission from the Library Director and/or Board of Trustees
- Sleeping

Shoes and shirts must be worn in the library.

**Cell phone use:** cell phones should be set to silent or vibrate mode; keep conversations short and speak softly; conduct long conversations outside.

Parents are responsible for ensuring the safety and appropriate behavior of their children. The library has an established policy on unattended children in the library. If a child is disruptive when a parent is present, the library staff will make every effort to speak to the parent so that they can handle the situation. If the parent is not readily available, the staff may need to approach the disruptive child so that the behavior can stop.

We set these guidelines so that all who use our facility may feel their library visit is pleasant and safe.

Adopted by the Joseph H. Plumb Memorial Library Board of Trustees on March 2000  
Revised, January 12, 2013