

## Patron 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. To deliver these services, the library promotes a safe, welcoming, and hospitable environment for all of our patrons, irrespective of ethnicity, age, sex, sexual orientation, nationality, educational background, religious affiliations, physical limitations, and any other criteria which may motivate discrimination.

The following are prohibited at the Joseph H. Plumb Memorial Library:

- Engaging in any activity in violation of Federal, State, or Local law is prohibited.
- Threatening behavior including but not limited to violence, threats of violence, and possession of weapons. (M.G.L. c. 269 S10)
- Fighting or challenging to fight: pushing or shoving a person, or throwing objects. (M.G.L. c. 272 S40, 41)
- Using, selling, possessing, or being under the influence of alcohol, and/or illegal drugs.
- Sexually, verbally, or physically harassing, intimidating, or threatening other patrons, staff, or volunteers; this includes, but is not limited to, behavior such as stalking, staring, lurking with intent to annoy, offensive, obscene acts, and indecent exposure.
- Smoking (M.G.L. c. 270 S22), chewing and other tobacco use in library facilities, including the use of e-cigarettes or any other nicotine delivery devices.
- Consuming marijuana. (M.G.L. c. 94G S13)
- Creating a disturbance by making noise, talking loudly, or engaging in other disruptive conduct which could reasonably be expected to disturb other persons. (M.G.L. c. 272 S41)
- Playing audio equipment so that others may hear it (without headphones or with headphones at a volume audible to others).
- Stealing, mutilating, destroying, vandalizing, or inappropriately or illegally using library property (including computer hardware and software, printers, copiers, phones, and other equipment). (M.G.L. c. 266 S100)
- Theft of materials, use of false identification to obtain a library card, and use of another person's library card without permission. (M.G.L. c. 266 S99)
- Misusing the restrooms (e.g. using them as a laundry, grooming, or bathing facility). Flushing of any materials other than waste and toilet paper is strictly prohibited.
- Loitering on library property without being engaged in purposes for which the library was opened, such as studying, reading, participating in programs, and researching.
- Soliciting, distributing, or posting of materials without the permission of the Library Director.
- Violating the library's Internet & Wireless Use Policy.

(508) 763-8600 or FAX (508) 763-9593

[info@plumblibrary.com](mailto:info@plumblibrary.com)

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- Not wearing a shirt and/or footwear. Engaging in behavior that qualifies as public indecency or open and gross lewdness.
- Running, sleeping, littering, and/or blocking aisles, exits, and entrances.
- Entering restricted staff areas without previous authorization from a library staff member; trespassing in non-public areas, or camping on library grounds.

In addition:

- Those who damage or deface library materials or property will be prosecuted. (M.G.L. c. 266 S100)
- Parents are responsible for the behavior and supervision of their young children. Parents may be held liable for damage done by a child under 18. (M.G.L. c. 231 S85G)
- Unattended items (such as bags, backpacks, or laptops) may be regarded as suspicious and removed.
- The library is not responsible for any lost or stolen items.
- All patrons must leave promptly at closing time.

Please note: the items listed above are not an exhaustive list. Library staff may address any other behaviors which interfere with the use and enjoyment of the library by other patrons and/or interfere with library staff in the performance of their duties.

Any willful or repeated violations of this Patron Behavior Policy or other posted library policies may result in removal from the facility and/or suspension of library privileges. For repeated violations, the length of suspension of library service and/or exclusion from library property will be determined by the Library Director, in consultation with Rochester Town Counsel. The Library Director reserves the right to modify the length of a term of suspension of library privileges based on administrative review and/or the outcome of the formal appeal process.

The Rochester Police Department will be summoned whenever staff members or members of the public feel threatened by a patron, or whenever a patron refuses to leave the premises once asked to do so by a library staff member. Police will also be summoned if library staff members have reason to believe that a patron has violated federal or state laws and/or local ordinances.

Appeal Process: Patrons (or the parent and/or guardian of a minor) who have been asked to leave and/or have been banned from the library premises for any period of time have the right to submit a written appeal request to the Library Director. The appeal must be filed within ten (10) calendar days of the date that the patron is notified that the patron's privileges have been suspended. The decision of the Library Director shall be final.

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