

User Behavior Policy

Guidelines for User Behavior at the Peabody Institute Library of Danvers

It is important for all users to be able to use Library materials and services without being disturbed or hindered by other Library users, and for Library patrons and employees to have the right to work in an environment that is secure and comfortable.

The Board of Library Trustees has established these guidelines for behavior in the Library to encourage an atmosphere that promotes the use and enjoyment of the Library's resources and protects the public, staff, materials, equipment, and building.

The following guidelines must be observed:

1. Patrons may not engage in aggressive or threatening behavior towards other patrons or staff members including, but not limited to, violence, threats of violence, possession of weapons or items that can be employed as weapons, or loud, abusive, and offensive language, including hate speech.
2. Smoking, vaping, alcohol, or drug use in any part of the Library building by staff, patrons, or visitors, is prohibited.
3. Patrons may not damage, deface, or misuse any Library materials or property.
4. Patrons may not create a disturbance by making noise, talking loudly, yelling, or engaging in disruptive behavior.
5. Patrons may not willfully disrupt meetings, events or programs that are being held in the Library.
6. The Library is not responsible for personal belongings left unattended. The Library is not responsible for any lost, damaged, or stolen personal items.
7. Library patrons are required to wear shoes and be fully clothed in the Library.
8. Patrons may not sleep in the Library.
9. Due to public and fire safety precautions, patrons may not block stairways, access to stairways, Library exits or aisles within the Library.
10. Patrons may not enter work spaces or office areas marked as "Staff Only".
11. The Children's Room and its resources are intended for children and their caregivers. Adults or teens who are not accompanied by children may access the room to retrieve materials for use or check out.
12. Children under the age of eight (8) are not to be left unattended (beyond sight or conversation distance) by guardians or caregivers.
13. The Teen Room and its resources are intended for teens in grades 6 to 12 and use of the room is limited to teens. Adults and younger children may access the space to retrieve materials for use or check out.
14. Photography or filming of library patrons without their permission is discouraged.

15. No commercial or media photography or filming of the Library may occur without permission of the Library Director.
16. Leaflets, pamphlets or other materials may not be distributed within the Library or on the property.
17. In an effort to keep Library phone lines available for incoming calls, patrons needing to use a Library phone may only do so in emergency situations. In an emergency situation, patrons are permitted to make one call using the Library phone.
18. Cell phones may only be used in designated areas of the building.
19. Audible devices must be used with headphones that are set at a reasonable volume.
20. Patrons may consume small individually wrapped snack items, or lidded/covered drinks in the Library. Food and drink may not be consumed by any public computer or in the Archival Center.
21. Rollerblades, skateboards, scooters, large sporting equipment, or similar items may not be brought into or used in the Library.
22. Only designated service animals are allowed in the library.
23. All patrons must leave promptly at closing time.

Failure to Follow the User Behavior Guidelines

The staff reserves the right to request any Library user who violates these Guidelines to leave. The individual will be expected to do so immediately and in a peaceful and orderly manner.

If the offender refuses to follow staff requests or staff feels there is potential danger to people or property, the police will be called.

If an individual continues to ignore warnings issued by staff and/or the police, the Library Director has the right to ban the individual from the Library for a specified period of time.

When an individual's use has been limited or denied, they shall be notified in writing stating the reasons and the terms.

An individual whose access to the Library has been limited or denied may appeal the decision by submitting a letter in writing to the Board of the Library Trustees within 30 days of the date of the notice.

Approved by the Board of Library Trustees on June 14, 2023