

Patron Code of Conduct

1 Library Rules

The Durham Public Library welcomes patrons of all ages and is committed to providing a safe and welcoming environment for all members of the community. To help ensure a positive experience for everyone, the Library and Board of Trustees ask that all patrons act with courtesy, respect, and consideration for others while enjoying the Library's spaces, services, and resources. Visitors shall refrain from behavior that disrupts others' use and enjoyment of the Library or violates Library rules and procedures.

2 Conduct prohibited by NH State Law:

- 2.1 Damaging, defacing, destroying, or misusing Library property including building, grounds, collection, and other equipment, including computer and peripheral equipment (RSA 202-A:24).
- 2.2 Theft of item(s) owned by the Library or Library patrons (RSA 202-A:25).
- 2.3 Disorderly conduct including loud, boisterous, abusive, or improper speech or behavior including, but not limited to, loud talking, crying, raucous laughter, offensive language, or any combination of these behaviors (Title LXII; Section 644-2 NH State Criminal Code).

3 Conduct prohibited in/on Library property:

- 3.1 Refusing to leave the Library or Library property when requested by Library staff or authorized officials.
- 3.2 Threatening, harassing, intimidating, or mistreating Library staff or patrons, including but not limited to hitting, yelling, abusive language, or other disrespectful and/or unsafe behavior(s).
- 3.3 Consuming alcohol, smoking or vaping. Open flames are always prohibited.
- 3.4 Being under the influence of, or possessing, any intoxicant or controlled substance.
- 3.5 Leaving unattended children under the age of 10 without the direct supervision of a person 12 years of age or older.
- 3.6 Violating any applicable public health order or emergency safety regulation.

- 3.7 Selling products or services, soliciting donations, canvassing, campaigning, surveying, proselytizing, or otherwise distributing or promoting materials or causes without prior authorization from the Library.
- 3.8 Unsuitable dress— Suitable tops and bottoms (ex. Shirts, pants, skirts, or shorts) and footwear are required of all patrons.
- 3.9 Running and/or roughhousing. bicycling, skateboarding, in-line skating, or using similar recreational devices in the library or on the library property.
- 3.10 Receiving or placing cell phone calls which may be overheard by others.
- 3.11 Personal hygiene or bodily odor that is so severe that it unreasonably interferes with another person's use or enjoyment of the Library or creates a health or safety concern.
- 3.12 Sleeping that interferes with other's enjoyment of the library or that impedes library workflow.

4 Penalties

- 4.1 The use of the Durham Public Library may be restricted or denied for violations of the Library Code of Conduct or for behavior that disrupts the safe and orderly operation of the Library. The Library Director, or designee, may require a patron to leave Library property when necessary.
- 4.2 Patrons who repeatedly violate the Durham Public Library Code of Conduct or pose a threat to the security and safety of other patrons and staff, may have their library privileges suspended for a time specified by the Library Director. Patrons who are banned from the Library will be notified in writing whenever practicable.
- 4.3 Illegal activity may be referred to law enforcement.

5 Appeals

- 5.1 Any individual subject to disciplinary action may appeal, in writing, the decision of the Library Director to the Library Board of Trustees. The individual may request a non-public meeting (RSA 91-A:3) in person with the Library Board of Trustees. The decision of the Library Board of Trustees is final.