

# Pollard Memorial Library

## User Behavior Policy

The Pollard Memorial Library (PML) has developed this User Behavior Policy for the protection and comfort of library users and staff. The goals of the policy are to maintain a safe environment, ensure child safety, and support the appropriate use of library materials and facilities. This policy will be courteously, but firmly, enforced by library staff.

### SAFE ENVIRONMENT

- No one may interfere with another person's right to use the library or with the library staff's performance of their duties.
- Threatening behavior, including, but not limited to, violence, threats of violence, sexual harassment, and possession of weapons is not tolerated.
- The use of obscene, or abusive language, or engaging in any other disruptive conduct is not permitted within the library or on City of Lowell property.

### CHILD SAFETY

- Parents or legal guardians must provide proper supervision for children.
- Leaving a child aged nine (9) and under unattended in the library is not allowed.
- Please see the PML Child Safety Policy for more information.

### LIBRARY MATERIALS

- It is unlawful to damage, deface or steal library materials or properties. Violators may be prosecuted. Parents/Legal Guardians may be liable for damage done by a child under the age of 18.
- Using false identification to obtain a library card or using another person's library card without their permission is considered theft.
- Users who trigger library theft detection systems will be required to open any bags or pocketbooks for inspection; users may be required to show the contents of pockets or remove jackets or coats if requested. Refusal to comply may result in staff contacting the Lowell Police Department.
- Use of library computers is governed by the separate PML [Computer User Policy](#).

### LIBRARY FACILITIES

- Illegal drugs and alcohol are not allowed in the library. Users who exhibit signs of being under the influence of these substances will be asked to leave the premises.
- Smoking and vaping are not allowed in the building nor the outside premises up to the sidewalk. This includes the grassy areas and anywhere that is the property of the library.
- Users are not allowed to enter "Staff Only" areas without permission from staff.

- Misuse of the restrooms is not allowed. This includes stealing products, inappropriate use of restroom facilities, sexual acts, or any illegal activities.
- Library patrons are requested to avoid overly intimate public displays of affection.
- Soliciting or canvassing is not allowed in the library and/or on City of Lowell property.
- Mobility devices and strollers are permitted in the library and on library grounds.
- Skateboards, roller skates, bicycles and scooters may not be ridden or stored inside the library. It is recommended that they be stored outside with a lock. Bicycles cannot block access to any entrances or stairwells, including handicapped access.
- Appropriate attire (shirts, shoes, etc.) must be worn at all times.
- Personal property should never be left unattended. The library is not responsible for the theft of unsupervised items. Personal belongings cannot be stored on City of Lowell property.
- Talking on cellphones is allowed in designated areas. Users should use an appropriate volume that does not interfere with others' use of the library. Phones should not be used with speakerphone function activated.
- Use of headphones or earbuds is required while listening to music, videos, classes, etc.
- Pets are not allowed in the library. Service animals are welcome. If an animal is misbehaving within the library, the animal must be removed, and staff will work with the user to meet their needs.
- Sleeping is not permitted inside the library.
- Food is not allowed outside of Library programs. Covered drinks are permitted away from Library technology and materials.
- In general, activities that disrupt the abilities of other patrons to make customary use of the library are also prohibited.

## CONSEQUENCES

Violations of Library policies are dealt with on a case-by-case basis and may result in a loss of library privileges, including access to the building and services. We reserve the right to ask users to leave the premises if they are in violation of the User Behavior Policy. Users may appeal in writing to the PML Board of Trustees to have their privileges reinstated.

All illegal activities are subject to prosecution by local, state, or federal authorities. Police will be called without notice if users are engaged in illegal activity.

### **PLEASE ASK LIBRARY STAFF IF YOU NEED ASSISTANCE.**

This policy is subject to review by the PML Board of Trustees. Adopted by the Board of Trustees, March 10, 1997. Amended February 6, 2008; April 6, 2011; October 23, 2017; May 3, 2023.