

JONES LIBRARY

NORTH AMHERST LIBRARY • MUNSON MEMORIAL LIBRARY

Patron Rights and Responsibilities

The Jones Library, Inc. supports the rights of all individuals to:

- Receive friendly, courteous, and respectful service;
- Have free and equal access to information;
- Have a clean, comfortable, and pleasant environment; and
- Use the Library undisturbed without threat of harm, invasion of property, interference, or discrimination.

The Library is for everyone's enjoyment. The following guidelines for patron conduct are essential to ensure respect for individuals who use this public facility.

To ensure a clean, comfortable, and pleasant environment, the proper use and care of all Library materials and buildings is essential.

- Patrons shall not deface Library buildings or property or improperly remove Library materials, equipment, or furniture. Library patrons shall consume food only in meeting rooms and in the lounge. Drinks must be in covered containers and shall be kept away from computers and other electronic equipment.
- Use of tobacco products and vaping is not allowed on Library property;
- Restroom sinks shall not be used for washing clothes or bathing.
- To maintain a sanitary environment and prevent the spread of disease, caregivers shall change diapers on the changing stations located in the public restrooms.
- Patrons whose bodily hygiene is offensive so as to constitute a nuisance to other persons shall be required to leave the building.

To allow for the safety of all patrons:

- Sidewalks outside and passageways indoors shall remain obstacle-free.
- Library patrons shall park bicycles and other vehicles only in authorized areas.
- Use of skateboards, rollerblades, roller-skates, or scooters is not allowed in the Library, or on Library premises.
- Large backpacks, bedrolls or other large bulky items should not block aisles and shall not be stored in the Library.
- Library patrons shall not bring animals into the Library, except as required by persons with disabilities.
- Fighting, challenging to fight, running, pushing, shoving, and throwing things are not allowed.

LEARN • DISCOVER • CONNECT

joneslibrary.org

JONES LIBRARY

NORTH AMHERST LIBRARY • MUNSON MEMORIAL LIBRARY

- Verbally or physically threatening or harassing other patrons, volunteers or staff, including stalking, staring, lurking, offensive touching, and obscene acts such as sex acts and indecent exposure are conducts that are not allowed on Library property.
- Weapons shall not be brought into the Library. Any object judged potentially dangerous by staff will be considered a weapon.
- Patrons shall promptly leave the Library areas as they are cleared during closing procedures, and leave the Library at closing time.

To ensure the safety of children, boys and girls under the age of 9 must be accompanied by a parent/caregiver who is responsible for their safety and behavior in the Library. Responsibility for all children using the Library rests at all times with the parent or assigned caregiver. Library staff cannot assume responsibility for unattended children. All children using the Library must know how to reach a responsible adult in case of an emergency. Library staff will call the Amherst Police Department to escort children who have been left in the building after closing.

To allow for uninterrupted public service, Library telephones are for staff use only.

To ensure individuals' rights to use the Library free of disruption, Library patrons shall be engaged in activities associated with the use of a public library while in the building. Patrons not engaged in reading, studying, using Library materials or services, attending programs or classes, or viewing exhibits may be asked to leave the building.

To ensure individuals' rights to use the Library free of disruption, Library patrons shall refrain from:

- Disturbing others with loud or boisterous conduct;
- Lying down or reclining on the floor, or sleeping on the floor or furniture;
- Panhandling inside the Library;
- Using profane, obscene, or injurious language;
- Using or being obviously under the influence of alcoholic beverages or illegal drugs;
- Chaining or tying a dog outside the Library for a period of time. Dogs shall not be left unleashed on Library property.
- Using study rooms intended to support the Library's ESL Center unless actively tutoring for the Library's ESL program;
- Misusing restroom facilities in any way that prohibits others from accessing them;
- Participating in behavior that poses a personal risk or risk to others.

LEARN • DISCOVER • CONNECT

joneslibrary.org

JONES LIBRARY

NORTH AMHERST LIBRARY • MUNSON MEMORIAL LIBRARY

The following also guide patron behavior to ensure minimal disruption of others:

- The Fiction and Mystery Rooms have been designated as quiet areas, where talking on cell phones is not allowed. Throughout the rest of the building, noise and talking are expected to be kept at low levels out of consideration for other patrons. Staff will remind patrons to be quieter if noise levels could be disturbing to others.
- Patrons shall abide by established computer time limitations and *Amherst Public Libraries' Acceptable Use of the Internet Policy*. The policy can be found at <http://www.joneslibrary.org> and at each Internet station before beginning each Internet session.
- Shirt and shoes are required.
- Patrons shall COOPERATE WITH LIBRARY STAFF who must interpret and apply these guidelines.

Approved by the Board of Trustees November 17, 2006;

Revised April 6, 2007;

Revised April 8, 2008;

Revised August 13, 2010;

Revised March 1, 2011.

LEARN • DISCOVER • CONNECT

joneslibrary.org

JONES LIBRARY

NORTH AMHERST LIBRARY • MUNSON MEMORIAL LIBRARY

Effective September 6, 1990

State Law makes theft or mutilation of library materials or property a crime.

(M.G.L. Chapter 61, Acts of 1990; M.G.L. Chapter 266, Sections 99 and 100)

Any person who willfully:

- Conceals and/or removes any library materials or property from the premises without authority; or
- Fails to return any library materials or property which have been lent to said person by the library facility; or
- Uses false identification or a fictitious name; misuses another person's library card, uses a revoked, expired or canceled library card or uses a falsely made library card to borrow library materials or property; or
- Alters or destroys library ownership, electronic or catalog records; or
- Mutilates, destroys or otherwise damages, in whole or in part, any library materials or property;

May be punished upon conviction by imprisonment and/or fine of up to \$25,000 and required to make full restitution.

LEARN • DISCOVER • CONNECT

joneslibrary.org