

# JONES LIBRARY

---

NORTH AMHERST LIBRARY • MUNSON MEMORIAL LIBRARY

## Standards of Behavior for Youth Services Programs

**Registering for programs & attendance:** If a program requires registration you must register to ensure a spot. If space permits, staff may use their discretion to open the program to kids who have not registered. If you are registered for a program and cannot attend, we ask that you call in advance to notify us, so that others on the waitlist may be admitted. Multiple unannounced absences for registered spaces may result in a patron forfeiting their space at future programs.

**Communication:** Be respectful of others with the words you choose. Listen when others are speaking. Use an indoor voice.

**Personal space:** Keep your hands to yourself. Unless you are invited, do not touch anyone else's project. Do not touch anyone else. Do not block other participants' view when a book is being read in storytime or a performer is in front of a large group.

**Sharing and taking turns:** Let other kids have a chance to answer questions, share their thoughts, or try a piece of equipment. If you were the first the last time, PAUSE.

**Respecting the person running the program:** If library staff or our performers have to ask you more than twice to modify a behavior, the third time you may be asked to leave the program that day. We want patrons to enjoy participating in our programs.

### Three steps for improving:

1. If we address a behavior once in a program, this is the initial discussion. Our goal is to make our expectations clear.
2. If disruptive behavior must be addressed again in a successive program, it is considered a warning. Our goal is to give participants an opportunity to recognize the behavior we have discussed and take steps to correct it after it has been identified.
3. If disruptive behavior occurs a third time, we reserve the right to ask a patron to leave and/or take a sabbatical from the next program. Our goal is to create an environment that is respectful of all program participants.

**Safety:** The library must be a safe environment for everyone. Keep aisles clear, use "walking feet" (no running), and be mindful of people around you — especially babies and small children.

LEARN • DISCOVER • CONNECT

[joneslibrary.org](http://joneslibrary.org)