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## Patron Behavior Policy

It is the goal of the Trustees of the Merrimack Public Library to allow all patrons to use its facilities for the purposes for which the library was established and to the maximum extent possible during regularly scheduled hours. All patrons must be able to use the library without interference from others. All persons deserve to be treated with courtesy and respect. Please treat all staff, patrons, and property with the same courtesy with which you wish to be treated. Any person or group failing to comply with this Behavior Policy may be subject to removal from the building and/or denied the privilege of access to the library by the Library Director. Any patron, whose privileges have been denied, may submit a letter to the Board of Trustees to request that the decision be reviewed.

For the safety and pleasure of all, patrons must adhere to the following rules:

1. The following behavior is not allowed in the library building or on the library property:

- Removing materials from the library without proper authorization
  - Indecent or lewd behavior prohibited by RSA 645
  - Soliciting
  - Playing loud audio or music; or loud talking that disturbs others
  - Misuse of computers or other library equipment, as outlined in our Public Internet Access Policy
  - Lying on the floor, sleeping or lounging
  - Horseplay/Running/Yelling/Swearing/Spitting
  - Fighting or unruly behavior
  - Obstructing entrances, exits, or passageways
  - Staring, leering, stalking, voyeurism, harassment, or other behavior that disturbs others
  - Personal hygiene that interferes with others' ability to use the library
  - Placing feet on furniture
  - Threatening staff or patrons
  - Bullying staff or patrons
  - Smoking in the building and outside within 50 feet of the entrance
  - Use of tobacco products and use of e-cigarettes inside the library
  - Possession or use of alcohol; exception of a liquor license-approved library event
  - Possession of any controlled substance
  - Inappropriate public displays of affection
  - Trespassing into any staff or other area closed to the public<sup>i</sup>
  - Inappropriate use of the restrooms, including bathing, doing laundry, and lewdness
  - Possession of a weapon, except as permitted by state law
  - Patrons cannot have food delivered to the Library
  - Use of offensive language
  - Interfering with Library operations
2. Proper dress, including shirts, pants, and shoes, is required.
  3. Service animals are welcome. All other animals are prohibited.<sup>ii</sup>
  4. Bicycles must be stored in the bike rack in the parking lot.
  5. Personal possessions should not be left unattended. The library is not responsible for lost or stolen items.
  6. Food and covered beverages may be consumed anywhere in the building except near library technology, including the public access PCs, laptops, catalog computers, printers/copiers, 3D printer, and seismograph, and technology from the Library of Things collection.
  7. The outside water spigots and electrical outlets may only be used by those authorized by library staff.
  8. Damaging, defacing or stealing library property and materials is against the law. Violations are subject to prosecution (RSA 202-A). The library reserves the right to inspect personal belongings for concealed library materials.
  9. Any behavior resulting in a patron or staff complaint will be reported to the person in charge.

10. Visitors needing continuous supervision or assistance must be accompanied by the appropriate supervisor or caregiver when visiting the library.
11. Children under the age of 11 must be accompanied by an adult.
12. The Library lacks the statutorily required security, resources, and trained staff to serve as visitation centers for those high-conflict and high-risk visitations. Library staff are unable to act as chaperones or supervisors. (NH RSA 461-A:4 V)
13. Please leave spaces clean and tidy.
14. Please exit the building promptly at closing time.

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<sup>i</sup> **The following areas are closed to the public unless designated otherwise by staff**

- Klumpp Room
- Original entry/DW Highway exit door
- North hallway at emergency exit stairs
- South hallway stairs
- Behind staff desks
- Staff offices
- Staff break room
- Staff entrance
- Mechanical room
- Periodical storage room

<sup>ii</sup> **“Service animal”** is defined by the Americans with Disabilities Act (ADA) as any service dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Service animals are working animals, not pets. The work or tasks performed by a service animal must be directly related to the individual’s disability. A service animal must be leashed, harnessed or otherwise under the control of the handler. If a service animal behaves in a manner incompatible with the essential purposes of the library, the library will immediately require the animal be brought into conformity or leave the library. Incompatible behavior includes: urinating, defecating, excessive barking, aggressive behavior, and damaging property belonging to the library or others.