

Sturgis Library strives to maintain a safe, welcoming environment for all, so that the Library may operate efficiently and visitors may freely use and enjoy the Library building and grounds.

We ask, however, that visitors abide by the following rules:

- **Visitors must abide by all federal, state, and local laws while in the Library or on the property.**
- **Abusive or obscene language or behavior.** Confrontational and quarrelsome behavior, obscene language and gestures, or inappropriate touching is prohibited.
- **Noncompliance.** Disobeying the reasonable directive of a Library staff member is prohibited, and may result in loss of Library privileges.
- **Harassment.** Visitors may not threaten or disturb another person by verbal or physical contact, intimidating behavior, inappropriate conversation, or other harassing behavior.
- **Firearms and weapons.** Firearms and weapons are not permitted on the Library premises.
- **Boisterous behavior.** Running, horseplay, misusing Library spaces and property, or behaving in any other way that is disrespectful or disturbing to Library patrons or staff is prohibited.
- **Noise.** We ask that visitors refrain from talking or laughing loudly (such that the volume of person or group is heard well above the general noise level in the Library), or using audible devices without headphones or with headphones/earbuds set at a volume that disturbs others.
- **Cell phones.** Patrons are asked to turn their cell phones to vibrate, especially if sitting at computers or Library tables. Brief cell phone use in the Library is allowed as long as the noise level of the conversation adheres to the noise guidelines. We ask that patrons refrain from extended phone conversations when inside the building. Patrons are also asked to refrain from cell phone use while making circulation transactions—we will be happy to serve you when you have finished your conversation.
- **Eating and Drinking.** Food and drink is permitted in the Library, with the exception of the historic section of the building and while using computers. Drinks must be in covered containers. Patrons are asked to dispose of food and containers properly, to avoid spills, and not to leave refuse or food behind.
- **Excessive displays of affection.** We love romance, but ask that visitors refrain from any sexual conduct or physical contact deemed inappropriate for a public place.
- **Monopolizing.** We are here to help you, but we are also here to help others and undertake other important tasks. Patrons are asked not to monopolize Library staff time or resources.
- **Soliciting or canvassing.** All canvassing, soliciting, petitioning, and leafleting is prohibited in the Library building and on Library property, regardless of content or purpose.

- **Breastfeeding.** We welcome young families at the Library, and celebrate the birth of a new baby. Therefore, we welcome breastfeeding at Sturgis Library. *A mother may breastfeed her child in any public place or establishment or place which is open to and accepts or solicits the patronage of the general public and where the mother and her child may otherwise lawfully be present.* (MGL, Ch 111, Sec. 221).
- **Photographing or videotaping.** Photography and filming in the Library or on the property is permitted. We courteously ask that those who are taking photographs or filming respect the privacy of others, and ask permission before they take images of patrons or staff.
- **Loitering.** Congregating in or around the building or on the property in a manner that may cause a safety hazard is prohibited.
- **Wheeled devices.** Skateboards and roller-skates may not be used on the Library driveway, curbing, or walkways, as they cause damage and present a safety hazard. All bicycles and scooters must be left outside on the bicycle racks. Strollers are allowed in the Library.
- **Improper attire.** Shoes, shirts, or cover-ups must be worn in the Library, and attire should not be disruptive to the Library environment. Because we live near the ocean, we ask that patrons not wear wet or sandy bathing suits or shoes into the Library.
- **Poor hygiene.** A person may be asked to leave the Library if his/her personal hygiene interferes with the orderly operation of the Library or the ability of patrons to use and enjoy the facility.
- **Dogs and pets.** No pets or animals other than service dogs or other service or support animals are allowed in the Library. Individuals with disabilities or in need of a support animal may bring their animal into all areas of the Library where members of the public are normally allowed to go.

All animals must be under the full custody and control of their handler at all times. Also, all animals must be on a leash or harness at all times unless the handler is unable to leash or harness the animal because of a disability or use of a leash or harness would interfere with the animal's safe, effective performance of work or tasks. If the animal cannot be leashed or harnessed, it must be otherwise under the handler's control (e.g., voice control, signals, or other effective means).

Owners of the animals are solely responsible for their supervision and care. Therefore, owners must keep the animal directly with them at all times. Users of service or support animals are not required to show papers or to prove a disability. Animals are not required to be licensed or certified by a state or local government or training program, or be identified by a special harness or collar. Staff may ask the animal owner if the animal is a pet, and expect that the owners of the service or support animals will indicate that they are working dogs and not pets. Staff will not ask about the owner's disability.

A person with a service or support animal will not be asked to remove his or her service or support animal from the Library unless the presence, behavior or actions of the animal constitutes an unreasonable risk of injury or harm to property or other persons or the animal is disruptive and the owner does not take effective action to control it. In these cases, Library staff must give the person

with the animal the option to obtain Library services without having the animal on the premises. Fear of allergies, annoyance on the part of other patrons or employees, or fear of animals are generally not valid reasons for denying access or refusing service to people with service or support animals.

- **Supervision of children and groups.** Library staff are not responsible for the supervision of children or groups who visit independent of a specific program hosted by the Library.
  - Unattended children: Children under 10 may not be left unattended in the building or on the property.
  - Noisy/boisterous behavior: Parents/caregivers are asked to respect the Library's policies on noise and boisterous behavior in regard to their children.
  - Groups: Supervisors of groups visiting the Library are required to maintain an active supervisory presence for the duration of the visit.

Any patron violating the above rules will be given a warning and may be asked to leave the Library property and possibly be denied access to the Library by the Library Director or Director's designee. This may be done in person or in a letter mailed to the patron's address. The patron will be informed of the behavior policy violation and the length of time that access will be denied. Repeated violations or violations of an egregious nature may result in complete termination of Library privileges by the Library Director after consultation with the Executive Committee of the Board of Trustees, and/or by a no-trespass order issued by the police. If a no-trespass order is issued, it must state the reason for the denial of library privileges and the duration of time of the trespass order.

Patrons whose library privileges have been revoked or have been trespassed may request a hearing before the Executive Committee to appeal the decision no later than fourteen (14) days after receiving such notice. The Executive Committee, after additional consultation with the Director, has the final say in any appeals for reinstatement.

Appeals may be sent to Sturgis Library, Attn. Board of Trustees, PO Box 606, Barnstable, MA 02630.