

## **Patron Service Policy**

The Lenox Library strives to meet the informational, educational, cultural, and recreational needs of all members of the community in a courteous and professional manner. In keeping with this goal, the Library is committed to promoting an enjoyable and safe environment where visitors can fully utilize and benefit from the Library's resources and services. To ensure this effort, we expect community members to respect other Library users, staff, materials, and the building itself.

The Lenox Library Association is the tenant of the courthouse building and adjacent Roche Reading Park, which are owned by the Town of Lenox. As tenants, the building interior and the park (when the park is in use by the Library) are considered limited public forums for expressive activity as defined by the First Amendment. The limits of their use are described here and in the **Public Meeting and Exhibit Spaces Policies and Procedures**.

If visitors to the Library exhibit inappropriate behavior, they may be asked to curtail the behavior by any staff member. If the infraction is repeated or severe, they may be asked to leave the premises, or the police may be notified to intervene, and the Executive Director will also be notified. "Inappropriate behavior" is that which violates or restricts the rights of others to use the Library; prevents employees and volunteers from performing their duties; or reasonably jeopardizes the safety and comfort of other users, staff, materials, or the building through a visitor's action or threat. Repeat or severe violations may result in additional restrictions, including loss of privileges and police notification. The posting of this policy serves as notice of the policy.

**General conduct.** Libraries are prized as locations in which to peacefully meet, study, read, research, discuss, create, and learn, whether alone or in a group. While whispering is not necessary, patrons should maintain a polite, conversational tone of voice. Speech or activity of a loud, profane or threatening nature that may reasonably upset other patrons is not permitted. Any planned activity that may become loud or disruptive must be cleared with the Executive Director in advance. Illegal activity of any kind will not be tolerated.

**Animals.** Pets are not allowed in the building. Please do not tie them up outside the building unsupervised. Service animals, however, are always welcome. Dogs in the park should be on leash at all times. Please observe the town ordinance to clean up after your dog.

**Cell Phone Use.** Talking into cell phones or other devices is not permitted inside the building other than in the Gallery (when not in use) or the front stairwell. Please have cell phone ringers turned off or on vibrate.

**Children.** To ensure the safety of children, boys and girls under the age of 10 must be accompanied by an adult 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 Lenox Police Department to escort children who have been left in the building after closing or in other situations where a caregiver cannot be reached.

#### **Computer Use.**

- Assistance – library staff are happy to assist with patrons' computer questions. However, they are not allowed to type, fill out forms, or submit documents electronically on a patron's behalf. If a patron needs more assistance than a few minutes' worth, the patron should schedule time with a librarian in advance.
- Audio – headsets or ear buds for listening to audio should be used to listen to audio.
- Copyright observance -- Notice: The copyright law of the United States (Title 17, U.S. Code) governs the making of photocopies or other reproductions of copyrighted material. The person using this equipment is liable for any infringement.
- Drinks – no foods or liquids of any kind are allowed at the computer stations.
- Headsets are available at the service desks.
- Illegal activity – illegal activity of any kind will result in the immediate suspension of computer access. Patrons are responsible to abide by the policies of any website they may view.
- Inappropriate content – the library is a destination for children of all ages. Therefore, patrons should be mindful not to display content that is not in keeping with community standards for family viewing, due to its sexual, violent, or provocative nature. Such use may result in the termination of the computer session and/or suspension of future computer access.
- Liability – the Library does not guarantee computer functioning or unimpeded Internet access at any time.
- Saving/printing work – computers are calibrated not to save patron work after the session ends. Be sure to save all work to a device or an Internet repository before ending a work

session. Please ask at the desk if you need a CD-R disk to save your work. Work can be printed out at a cost of 15 cents per sheet. Please be sure of what you print before you begin, or ask for assistance, as you will be charged for all printed sheets. Although we do not keep any permanent record of the sites you visit or the files you create, we would caution that complete privacy on shared computers is not a realistic expectation.

- Time limitations – use of the public computers are limited to 30 minutes per day, with extensions to a maximum of 2 hours allowed if no one else is waiting.

**Community Bulletin Board.** Flyers describing community activities should be from Berkshire County non-profits or town governments (Lenox only from June-September) and will be displayed on the community board only, as space permits. Flyers should be brought to the main desk for approval. The library reserves the right to move or remove posters that do not comply, have expired, or for which there is no room. Library, Chamber, and Town of Lenox fliers take precedence.

**Food/drink.** No food is allowed inside the building unless permitted in advance in a meeting space. Covered, non-alcoholic drinks are permitted, as long as they are kept on the floor and away from reading materials or computers.

**Personal belongings.** Patrons should keep their belongings with them at all times. The Library is not responsible to house or secure a patron's belongings.

**Quiet areas.** The configuration of the building and the number of different activities make it difficult to maintain a completely quiet space at all times. However, knowing that some patrons prefer quiet, the following areas are available:

- Reference Room – on the top floor is meant for quiet study and computer use unless reserved for a meeting
- Reference Study Room – a small room with a door off of the Reference Room that can be reserved for quiet use
- Gallery – when not used for meetings or art shows may be used as a quiet space, by permission
- Nonfiction Room – this basement area can be used for quiet study, though there is a hum from the dehumidifier

**Smoking.** No smoking of any kind is permitted in the building or on the grounds.

**Soliciting.** Because patrons should be able to freely enjoy the library without undue interruption: solicitations, petitions, or canvassing of any kind will not be permitted in the building. Public office nomination papers or ballot questions may be offered with prior permission of the director on the public bulletin board or at manned tables provided by The Library for this purpose.

**Wi-fi.** Wireless Internet access is available for public use at all hours inside the building and in the reading park. Availability is not guaranteed.