



Appropriate Library Use Policy

A. Introduction/Overview:

The mission of the Lenox Library is to connect our community to resources and programs that encourage lifelong learning and celebrate our collective history and culture. The 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 a welcoming, comfortable, and safe environment where visitors can connect with one another and to the resources and services they need and enjoy. To ensure this effort, we expect community members to respect other Library users, staff, materials, and the building itself as outlined in the conduct guidelines below.

B. Definition of Inappropriate Behavior:

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 Director also will 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.

C. 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 Library Director in advance. Illegal activity of any kind will not be tolerated.

C1. Animals. Pets are allowed to accompany patrons who are picking up materials at the Main Circulation Desk. However, pets will not be permitted into the Library past the Main Circulation Desk area. Animals also must be on leash at all times, both inside the Library and in the Reading Park. We do this to ensure the safety and comfort of all who use the Library. [We reserve the right to permit animals featured in special library events.]

Service animals do not fall under the above area restriction and are always welcome.

We ask that you do not tie up pets outside the building unsupervised. Please also observe the town ordinance to clean up after your dog while on Library grounds.

C2. 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.

C3. Children. The Youth Department and any other designated youth spaces are reserved for use by children under the age of 18, their parents or caregivers, and adults interested in children's literature while they are retrieving material from the collection.

The Teen Space is reserved during after school hours (3:00 p.m. to close) for youth in grades 6-12 and those who accompany them.

To ensure their safety, all children age 9 and under must be accompanied and continually supervised by a parent or caregiver while in the Library.

Please see our full [Child Safety Policy](#) for additional information.

C4. Clothing. Visitors must wear shoes and garments that cover the upper and lower torso in the Library. Patrons may not remove shoes or garments covering their upper and lower torsos while in the Library.

C5. 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 flyers take precedence.

C6. Computer Use.

- Assistance – Library staff are happy to assist patrons with 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 than few minutes' assistance, the patron should schedule time with a librarian in advance.
- Audio – headphones are required when listening to any device with an audio component in the Library. Users may borrow headphones from the Library or use their own. Playing audio content on library or personal computers or devices so that others can hear it is not allowed.
- 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.
- Downloads – Users may not download software or browsers on the public access computers. This requirement is to minimize the introduction of computer viruses and to lessen the possibility of program conflicts and crashes. Users are welcome, however, to download information to a USB flash drive.
- Food/Drink - please refrain from eating or drinking when using Library computers.
- 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.
- Printing – printing is available from our public computers. The first 10 printed pages are free, and additional pages are \$0.15 each.
- Saving work – computers are programmed not to save patron work

after the session ends. 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.

Be sure to save all work to a device or an Internet repository before ending a work session. USB flash drives are available for purchase for \$5.00 at the Main Circulation Desk should you need one to save your work.

- Youth computers – public computers in the Youth Department are for use by children and their accompanying adults only.

C7. Food/drink. Covered beverages and neat food consumption are allowed in designated areas of the library. Please refrain from eating or drinking when using Library computers.

C8. Hygiene. Entering the Library with hygiene conditions or unsanitary belongings that unreasonably interfere with the use and enjoyment of the Library by other patrons or staff is prohibited.

C9. 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.

C10. Photography and Video Filming. Casual, amateur photography or filming of public areas for visitors wanting a remembrance of their visit is welcomed as long as it does not interfere with Library operations, staff, or patrons. In keeping with the Library's mission to provide services to the community, and ensure patron privacy, please observe the following:

- Refrain from the use of flash or equipment that obstructs passageways or disturbs Library users.
- Photographing, filming, and/or audio recording of members of the public, members of the Library staff on duty, copyrighted materials on display, and public programs (unless permission has been granted in advance by the Library) are prohibited.
- Please contact the Library in advance to receive permission for nonprofit, academic, or research projects and to avoid disruption to library services. For artifacts or archival materials, please contact the Local History Librarian.

- News media photography or video: The Library welcomes news media for stories that directly involve the Library and its programs. When possible, advance notice to the Library Director is appreciated for such coverage.
- The Library building may be used as a setting for creative film or commercial photography only with advance permission of the Library Director.
- The Library reserves the right to terminate or restrict any photography or filming that causes an undue disturbance, violates library policy or regulation, endangers the health or safety of patrons or staff, or violates any local ordinance, or state or federal law.

Please note that the Lenox Library periodically engages in photographing and recording programs and events for its own promotional purposes. Library staff will make every effort to notify members of the public when filming and audio recording is taking place. Please notify a Library staff member if you do not wish to be photographed or recorded during such an event.

C11. 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:

- Legacy Room – a small meeting room with glass doors off of the New Materials area on the first floor that can be reserved for quiet use
- Reference Room – on the top floor is meant for quiet study and computer use unless reserved for a meeting
- Reference Study Room (a.k.a. the Quiet 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

C12. Smoking. No smoking of any kind is permitted in the Library or on the grounds. Vaping and e-cigarettes also are prohibited.

C13. Soliciting. Canvassing, selling, soliciting, or distributing materials is prohibited inside the Library or on Library grounds, without prior Library authorization. Public office nomination papers or ballot questions may be offered with prior permission of the Library Director on the public bulletin board or at manned tables provided by the Library for this purpose.

C14. Wi-Fi. Wireless Internet access is available for public use at all hours inside the building and in the Reading Park. Users must agree to and abide by the Library's Wireless Internet Policy.