



Hollis Social Library • 2 Monument Square • Hollis, NH 03049  
Phone: (603) 465-7721 • Fax: (603) 465-3507 • [hollislibrary.org](http://hollislibrary.org)

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## Hollis Social Library: Use and Behavior Policy

In order to uphold its mission and allow the enjoyment of all Library offerings, the following rules and regulations for Library visitor behavior need to be observed. Visitors who exhibit behavior inconsistent with the following rules may be asked to leave the Library. Individuals who habitually disregard these rules may be prohibited from using the Library for a designated time period.

### A. Rules of Conduct

1. Library users should respect the rights of others and not engage in loud conversations or noisy activities.
2. All visitors, regardless of age, must wear clothing, including shoes, while in the Library.
3. As a courtesy, turn mobile devices to silent while in the Library, and place any outgoing calls from the lobby or outside the building; this includes phone calls, Zoom calls, etc.
4. Parents and guardians are responsible for the behavior and supervision of their children. See the Library's Unattended Children Policy for further information.
5. Visitors needing continuous supervision or assistance must be accompanied by the appropriate supervisor or caregiver when visiting the Library.
6. Visitors are responsible for their personal property. The Library is not responsible for lost or stolen items.
7. Public bathrooms are meant for one person at a time unless a parent, or guardian, is accompanying their young child or a caregiver is required.
8. The Hollis Social Library is a social and public facility. If a child or any family member is too sick to attend school or work, they are too sick to be at the Library.
9. With the exception of those assisting individuals with a disability, animals are not permitted in the Library building without the approval of the Library Director. See Public Accommodation for Service Animals in this policy.

10. Eating and drinking are allowed only in designated areas of the Library. Patrons are expected to leave these areas in the same condition as found. Use of alcohol, tobacco, vapes, and e-cigarettes is not permitted anywhere in the Library building or on the Library grounds.
11. Bicycles, roller blades, skateboards, scooters, or similar equipment may not be used in the building, on the outdoor handicap accessibility ramp, steps, or the parking lot. Bicycles should be left in the rack outside the Library building.
12. Disruptive behavior is inappropriate and may result in removal from the Library premises if requests to cease are ignored. Examples of disruptive behavior are: loud talking/yelling; sitting/lying on the floor; running; inappropriate language; throwing objects; moving/misuse of furniture; etc.
13. Prolonged and disruptive public displays of affection are inappropriate and may result in removal from the Library premises if requests to cease are ignored.
14. Solicitation and distribution of non-Library materials is not permitted without the permission of the Library Director. See the Library's Public Posting Policy.
15. No one may interfere with another person's right to use the Library or with the Library staff's performance of their duties.
16. Personal photography and videography is permitted in the Library provided that it does not interfere in any way with Library operations, privacy, and confidentiality. No one may take any photographs or videos identifying Library users without consent of the individuals involved. All commercial and media-related photography and videography requires the prior written approval of the Library Director.
17. Threatening the safety or rights of another person, including but not limited to, violent or disorderly behavior, threats of violence, use of abusive language, and possession of weapons, except as permitted by state law, are not acceptable behaviors and may result in removal from library premises by the Hollis Police Department.
18. Any unlawful actions committed in the Library or on the Library premises will be reported to the Hollis Police.
19. The Library staff reserves the right to contact Hollis Police for assistance in any situation including, but not limited to, the dismissal of a patron or the discovery of an unattended child.

## **B. Policy Violations**

It is expected that persons using the Library will conduct themselves in an orderly and respectable manner. Enforcement of these rules may take the form of any of the following actions, depending on the severity of the violation.

1. Library users who violate this policy will be given one verbal warning. Users who do not modify their behavior after one warning may be asked to leave for the rest of the day.

2. Library users who violate this policy in a manner that staff judge is extreme may be ordered to leave the building immediately and requested not to return for the remainder of the day. Extreme violations may include activities that are harassing, threatening, dangerous, or destructive to persons or property at the Library premises.
3. If necessary, the staff member on duty may call the Hollis Police for assistance.
4. Intent to Suspend Library Privileges
  - a. In cases where the visitor's behavior does not constitute an immediate threat to the health, safety or security of visitors or staff, or to Library property the visitor will be provided with written notice, by certified or registered mail, or hand delivery by the Hollis Police, of the Library's intent to impose a suspension or revocation of Library privileges including checking out materials and visiting the Library or its grounds.
  - b. The notice will specify the date on which the suspension or revocation of privileges is to commence, and the reason(s) for said action. The notice will also include language advising the visitor of his or her right to challenge the decision by requesting a hearing before the Library Board of Trustees.
  - c. A request for hearing must be received within 5 business days of receiving the notice. If a hearing is requested, it will be held at the next regularly scheduled meeting of the Board of Trustees. If no request for a hearing is made, the revocation or suspension of privileges will become effective on the date specified in the notice.
  - d. The decision of the Board of Trustees following any hearing will be final, including prohibition against entering the Library for a period of up to one year, depending on the nature of the violation, the extent of damage and disruption caused by policy infractions, and other relevant circumstances.
5. Immediate Suspension of Library Privileges
  - a. In cases where a visitor's behavior is deemed to constitute an immediate threat to the health, safety or security of visitors or staff, or to Library property, the Library Director may impose an emergency suspension of the visitor's Library privileges and prohibit the visitor from entering the Library or its grounds.
  - b. In cases of emergency suspension of privileges, the visitor will be provided with written notice, by certified or registered mail, or hand delivered by the Hollis Police, of the immediate suspension of the visitor's Library privileges for a period of time, not to exceed one year, and advising the visitor that they are not permitted to enter the Library or Library grounds without prior permission of the Library Director.
  - c. The notice will include language advising the visitor that they can appeal the Library Director's decision by requesting a hearing before the Board of Trustees. A request for hearing must be received within 5 business days of receiving the notice. If a hearing is requested, it will be held at the next regularly scheduled meeting of the Board of Trustees.
  - d. The decision of the Library Board of Trustees following any hearing will be final.

### **C. Public Accommodation for Service Animals**

1. The NH RSAs define a service animal as any dog 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. Other species of animals, whether wild or domestic, trained or untrained, are not service animals. NH RSA 167-D:1

2. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA (American Disabilities Act) and the NH RSAs. NH RSA 167-D:2.
3. Under the ADA, state and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is allowed to go.
4. A service animal must be under the control of its handler. Under the ADA, service animals must be harnessed, leashed, or tethered, unless the individual's disability prevents using these devices or these devices interfere with the service animal's safe, effective performance of tasks. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.
5. According to the ADA, when it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask two questions: (1) is the dog a service animal required because of a disability, and (2) what work or task has the dog been trained to perform. Staff cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.
6. A person with a disability cannot be asked to remove their service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken. When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.
7. Staff are not required to provide care for or supervision of a service animal.

This policy will be reviewed and revised by the Hollis Social Library Board of Trustees as needed.

Approved: January 6, 2003

Reviewed/Revised: October 12, 2004, October 4, 2011; February 4, 2014; March 4, 2014; May 14, 2019, September 12, 2022

Reviewed by Legal Counsel: August 2022