THE HAYNER PUBLIC LIBRARY DISTRICT
BEHAVIOR POLICY

Publicly supported libraries are recognized as designated public forums established to provide all community members with access to information. Therefore, there is significant public interest in maintaining a library environment conducive to all library users exercising their constitutional right to receive information.

The Hayner Public Library District provides resources for the use and enjoyment of the entire community. All individuals, regardless of origin, age, background, or views, are welcome to make use of the facilities, collections, and services of any Hayner Library facility.

In order to protect the rights of all users to access library resources, to ensure the safety and security of library users and library staff, and to protect and preserve the facilities, collections, and services of the library, the Board of Trustees of The Hayner Public Library District has adopted the following guidelines for the conduct of persons using the library and its resources. The guidelines listed in this policy extend to the library facilities and any/all properties owned, leased, or used by The Hayner Public Library District (i.e. library buildings, parking lots, outdoor seating areas, library "park" properties, etc.).

The library staff is here to assist you in using the library resources. Please ask at the Circulation Desk should you need assistance.

- BE COURTEOUS IN YOUR DEALINGS WITH OTHER LIBRARY USERS AND LIBRARY STAFF
    - When many people are seeking assistance from the staff at the same time, we ask for your patience. Please wait your turn. A staff member will assist you as soon as possible.

- BE CONSIDERATE OF THE RIGHTS OF OTHER LIBRARY USERS AND LIBRARY STAFF MEMBERS.
    - Keep aisles and walkways clear of your belongings. Allow others to pass freely through the study, lounge, and stack areas.
    - Bags or personal items must not block the flow of traffic or impede others' access to library services and materials.
    - At busy times, library staff may ask you to limit your personal space to one seat at a study table or one chair in a lounge area so that we may accommodate the maximum number of users.
    - Bags or personal belongings must be able to fit under a table or chair; items too large to be stowed neatly are not allowed in the library.
    - Items that may present a challenge to public health and safety are not allowed inside the library.

- DO NOT LEAVE YOUR PERSONAL BELONGINGS UNATTENDED IN THE LIBRARY
    - The library cannot guarantee and is not responsible for the security of personal property.
    - The library is not responsible for any items lost, damaged, or stolen while left unattended.
    - Any items left unattended anywhere on library property, inside or outside, may be discarded without notice.

- HELP US TO MAINTAIN A SAFE AND HEALTHY ENVIRONMENT IN THE LIBRARY
    - Deposit all trash in appropriate receptacles.
    - Please do not bring food into the library. Drinks with secured lids may be brought into the library, but patrons should exercise caution to take care around electronic equipment and library materials. This does not extend to the Genealogy & Local History Library. No food or drinks are allowed in the Genealogy & Local History Library.
    - When you have finished using library materials, please leave all items neatly stacked on a table or on the end of a shelf.
    - Wear shoes and appropriate clothing in the library. Appropriate clothing covers the upper and lower torso of the body.
    - As of January 1, 2008, the Smoke-Free Illinois Act requires that public places and places of employment be completely smoke-free inside and within fifteen feet from entrances, exits, open windows, and ventilation intakes. The Illinois Clean Indoor Air Act prohibits using any form of tobacco and/or e-cigarettes or vape items in all library facilities, including public restrooms.
    - Intoxication or consumption of alcohol/drugs is prohibited on library property.
    - We ask library users to avoid strong odors on their persons or belongings when using the library. If you or your belongings exude an odor strong enough to cause allergic reactions, headaches, or nausea in other persons within a six-foot radius of your location, the library staff may ask you to leave the library until the odor has been eliminated. This rule applies to all strong odors regardless of cause, whether it be personal hygiene, perfumes, colognes, animal residues, etc.
    - Prolonged sleeping is not allowed on library property.
    - Bathing, shaving, haircutting, laundering clothing, or other personal grooming activities are prohibited on library property.

- WE DO NOT EXPECT ABSOLUTE SILENCE IN THE LIBRARY. WE DO TRY TO MAINTAIN A QUIET ENVIRONMENT CONDUCIVE TO READING AND STUDYING IN THE STACKS AND STUDY AREAS
    - Conversations generally should be confined to the lounge area and the area immediately adjacent to the Circulation Desk. Please speak in a quiet, conversational tone.
    - You must use earphones if you wish to listen to radios, audio players, cell phones, laptops, tablets, or any other electronic device in the library. If the volume is so loud that a person sitting or standing next to you can still hear the sound despite

the earphones, library staff may ask you to lower the volume to a level inaudible to others.
    - All cell phones must be turned off in the library building or programmed to vibrate for incoming calls and/or texts. All cell phone communication must take place outside or in the entryways.

- PARENTS, GUARDIANS, OR OTHER ADULT CAREGIVERS ARE RESPONSIBLE FOR THE BEHAVIOR OF THEIR CHILDREN IN THE LIBRARY, WHETHER OR NOT THE PARENT, GUARDIAN, OR CAREGIVER HAS ACCOMPANIED THE CHILDREN TO THE LIBRARY
    - We do not expect small children to maintain quiet in the library. We expect parents, guardians, or other adult caregivers to supervise their children's library use. Please remind your children that rowdy play and boisterous behavior are not appropriate in a place where other people are reading and studying.
    - Library staff cannot be responsible for supervising the behavior of unaccompanied children in the library.

- CHILDREN UNDER TWELVE SHOULD NOT BE AT THE LIBRARY WITHOUT ADULT SUPERVISION
    - When children under twelve attend library programs, a parent, guardian, or caregiver should remain on the library premises during the program.

- TEEN AND CHILDREN'S AREAS OF THE LIBRARIES ARE EXPRESSLY FOR USE BY TEENS AND ACCOMPANIED CHILDREN, RESPECTIVELY. INDIVIDUAL ADULT USE OF THESE AREAS FOR EXTENDED PERIODS IS PROHIBITED
    - Computer use in the children's area (KidsSpace) is restricted to children under thirteen and parents/guardians/supervisors of children using KidsSpace.
    - During the school year, computer use in the teen area (TeenSpace) is restricted to teenagers (ages thirteen to eighteen) after 3:00 p.m. Monday – Friday and during regular library hours on Saturdays and Sundays. During the summer months, computer use in the teen area is restricted to teenagers during all library hours (Sunday-Saturday).

- CHILDREN LEFT UNATTENDED AT THE LIBRARY MUST BE PICKED UP BY A PARENT OR GUARDIAN BEFORE THE LIBRARY'S REGULARLY SCHEDULED CLOSING TIME
    - If children are still at the library at the regularly scheduled closing time, library staff reserves the right to call the police to take custody of the children until the parent, guardian, or adult caregiver can be located.

- LIBRARY FACILITIES, COLLECTIONS, AND SERVICES ARE PUBLIC RESOURCES — THE WILLFUL DESTRUCTION, DAMAGE, OR THEFT OF LIBRARY RESOURCES WILL BE PROSECUTED UNDER THE LAW
    - Library staff reserves the right to check all library users' belongings when they leave the library.

- PLEASE PARK VEHICLES WITHIN THE MARKED SPACES ON THE LIBRARY PARKING LOT OR WITHIN DESIGNATED ON-STREET PARKING SPACES
    - Parking spaces reserved for people with disabilities are marked and should be used only by individuals with the appropriate license tags or plates issued by the state and displayed on their vehicles as required by law.
    - Do not block alleys, driveways, and fire lanes. Areas that are marked "no parking" should remain clear at all times for emergency access. The library prohibits the use of bicycles, skateboards, roller skates, in-line skates, etc., on library property.

- ANIMALS, EXCEPT ANIMALS SPECIALLY TRAINED TO ASSIST THE DISABLED, ARE PROHIBITED IN THE LIBRARY
    - We discourage library users from leaving their pets, whether secured or unsecured, outside the building or confined in vehicles parked in the library parking lot.
    - Library users whose animals exhibit aggressive behavior while on library property will be asked to remove the animal.

- ANY BEHAVIOR THAT DISRUPTS THE ORDERLY CONDUCT OF THE LIBRARY, INTERFERES WITH ANOTHER LIBRARY USER'S RIGHT TO ACCESS LIBRARY RESOURCES, OR PREVENTS ANY LIBRARY STAFF MEMBER FROM CARRYING OUT THEIR DUTIES IN AN ORDERLY AND TIMELY MANNER, IS PROHIBITED
    - Persons who engage in such behavior will be subject to the procedures established in the Progressive Discipline Procedure listed below.

- VIOLENTLY ABUSIVE LANGUAGE OR GESTURES, THREATENED OR ACTUAL PHYSICAL ASSAULT, INDECENT BEHAVIOR, OR DELIBERATE HARASSMENT OF ANY INDIVIDUAL ON LIBRARY PROPERTY, WHETHER SUCH HARASSMENT IS VERBAL OR NONVERBAL, AND REGARDLESS OF WHETHER SUCH HARASSMENT INVOLVES ACTUAL PHYSICAL CONTACT, THAT DISRUPTS THE ORDERLY CONDUCT OF THE LIBRARY, WILL BE PROSECUTED UNDER THE LAW.

- POSSESSION OR USE OF DRUGS (INCLUDING MARIJUANA), ALCOHOL, OR WEAPONS (INCLUDING "CONCEAL AND CARRY") ON LIBRARY PROPERTY IS PROHIBITED.

- ALL TYPES OF SOLICITATION ON LIBRARY PROPERTY IS PROHIBITED.

- IN ADDITION TO THE RULES SET FORTH IN THIS BEHAVIOR POLICY, THE GENEALOGY & LOCAL HISTORY LIBRARY HAS SPECIFIC RULES OF CONDUCT OUTLINED IN ITS POLICY MANUAL AND SIGNAGE IN THE BUILDING, INCLUDING BUT NOT LIMITED TO:
    - No food or drink permitted.
    - No cell phone use.

- Do not reshelve books.
- For security purposes, backpacks, suitcases, briefcases, and other large bags are not permitted inside the Genealogy & Local History Library–lockers are provided for the storage of such items. Lockers are available for patron use when using the library.
- No ink pens, pencils are provided.
- Please handle all items gently; gloves may be required.

PATRON USE OF LIBRARY TELEPHONES

The library prohibits using cellular phones or two-way devices inside library buildings. The library does not allow members of the public to use library telephones for personal calls.

There are exceptions to this rule:

1. In cases of accident or emergency, a library staff member may call for emergency assistance at the request of an individual involved in or witness to the accident or emergency. A person involved in an accident or emergency may use the library telephone to call a family member, friend, or service person for assistance. The caller should keep the call as brief as possible.

2. Patrons may use the library telephone to call for a ride. The caller should keep the call as brief as possible. A library staff member will place the call and give the receiver to the patron when the call is answered.

If someone calls the library to locate a family member or friend, the library staff will take a message and relay it to the patron. If the patron is absent, library staff will tell the caller that the patron is not in the library. Callers are discouraged from continuing to call back looking for the patron.

The Board of Trustees of The Hayner Public Library District establishes its Progressive Discipline Procedure as follows:

PROGRESSIVE DISCIPLINE PROCEDURE

A patron who engages in any activity that disrupts the use of library facilities, collections, or services, who disrupts the ability of the staff to perform his or her duties, or who violates the codes of conduct listed in the Behavior Policy shall cease such activity immediately upon request by library personnel.

First Violation: If, following a request to cease disruptive behavior that violate the District's Behavior Policy, the patron fails or refuses to comply, or responds to the request in an abusive fashion, the patron will be required to leave the library property immediately for the balance of that calendar day. If the patron fails to leave, staff will summon the police.

When a patron is asked to leave the library for the **first** time, library staff shall:

- Indicate to the patron that they must leave the library for the remainder of the calendar day and that a second violation of the policy will result in a ban of up to thirty days.
- Notify their Department Manager that the patron was asked to leave the library.
- Fill out an Incident Report and submit it to their Department Manager.
- Department Managers will forward the Incident Report to the Executive Director.
- Department Managers will enter the patron's information and photo into the ledger.
- Department Managers shall also inform library staff via an email to the THPLD email address when a patron's name is added to the ledger.

Second Violation: Upon the second recorded instance in which a patron has been asked to leave library property, a Department Manager or Assistant Director will notify the Executive Director. The Executive Director shall ban the patron from library property for thirty days.

When a patron is asked to leave the library for a **second** time, library staff shall:

- Indicate to the patron that they must leave the library immediately and that the second violation will result in the patron being banned for thirty days, per the decision of the Executive Director. Staff should indicate to the patron that the Executive Director will provide them with written documentation of the dates of their ban.
- Notify their Department Manager that the patron was asked to leave the library.
- Fill out an Incident Report and submit it to their Department Manager.
- Department Managers will forward the Incident Report to the Executive Director.
- The Executive Director will note the ban in the ledger.
- The Executive Director will notify all library staff of this action.
- The Executive Director will send a certified letter to the patron informing them that they are banned from all library property for thirty days and that their presence on library property during this period will result in library staff calling the police to have the patron arrested for trespassing. Note: If the patron's residence/formal identity is unknown to library staff, staff will retain this letter at the Circulation Desk.

Third Violation: Upon the third recorded instance in which a patron has been asked to leave library property, a Department Manager or Assistant Director will notify the Executive Director. The Executive Director shall impose a long-term ban upon the patron.

When a patron is asked to leave the library for a **third** time, library staff shall:

- Indicate to the patron that they must leave the library immediately and that the third violation will result in a long-term ban, per the decision of the Executive Director. Staff should indicate to the patron that the Executive Director will provide them with written documentation of the dates of their ban.
- Notify their Department Manager that the patron was asked to leave the library.
- Fill out an Incident Report and submit it to their Department Manager.
- Department Managers will forward the Incident Report to the Executive Director.
- The Executive Director will note the ban in the ledger.
- The Executive Director will notify all library staff of this action.
- The Executive Director will send a certified letter to the patron informing them that a long-term ban has been imposed and that their presence on library property during this period will result in library staff calling the police to have the patron arrested for trespassing. This letter will include the length of the long-term ban and the procedures for appealing the ban. Note: If the patron's residence/formal identity is unknown to library staff, staff will retain this letter at the Circulation Desk.
- The Executive Director will report the long-term ban to the Board of Trustees at their next Regular Board meeting. Patrons have the right to attend the next Board meeting to appeal their long-term ban. Patrons must inform the Executive Director of their intent to attend the next Regular Board meeting to appeal their long-term ban.

In cases of activities that present inordinate abuse or disruption, or involve unacceptable safety risks, the Executive Director has the authority to impose a long-term ban immediately, even if it is a patron's first violation of the Behavior Policy.

Should a patron violate the Behavior Policy to the extent that the police are called and the patron is **arrested**, staff may present the patron immediately with a letter banning that patron from all library property for a minimum of thirty days.

In this instance, while the police are still at the library, staff shall:

- Fill out a "Thirty-Day Ban Letter" and ask the police to give the letter to the patron. Staff will make a copy of the letter for their Department Manager.
- Notify their Department Manager that the patron was arrested.
- Fill out an Incident Report and submit the Incident Report and a copy of the Thirty-Day Ban Letter to their Department Manager.
- Department Managers will forward the Incident Report to the Executive Director.
- The Executive Director will note the ban in the ledger.
- The Executive Director will notify all library staff of this action.

- The Executive Director will report the arrest to the Board of Trustees at their next Regular Board meeting.
- Patrons have the right to attend the next Board meeting to appeal the thirty-day ban. Patrons must inform the Executive Director of their intent to attend the next Regular Board meeting to appeal their long-term ban.
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In the event a patron appears on library property during a period in which they are banned, staff will summon the police, and the library will file charges of trespassing.

If the police are summoned to the library, library staff shall:

- Notify their Department Manager.
- Fill out an Incident Report and submit it to their Department Manager
- Department Managers will forward the Incident Report to the Executive Director.
- The Executive Director will note the trespassing charge in the ledger.
- The Executive Director will notify all library staff of the trespassing charge.

All library staff, with the exception of Library Assistant Is, are authorized to file a trespassing complaint with the police department.

The Hayner Public Library District comprises several facilities. A ban from one facility extends to all other facilities and properties owned, leased, or used by the District.

Unless the Executive Director determines otherwise, patrons who have received a long-term ban may not continue to check out library materials from the collection or use any electronic services offered by the library. If the Executive Director determines that the banned patron may continue to access library materials, the banned patron must send a designated surrogate to the library with the banned patron's library card (which must be in good standing) and a list of materials wanted or needed; this includes interlibrary loan materials.

Behavior that presents an immediate and profound threat (i.e., violent or criminal acts) to another patron and/or library staff/property is grounds for immediate expulsion and possible prosecution by the library.