Shorewood-Troy Public Library
Programming Policy
Approved 1/10/19 by board action; amended 8/13/20; Updated 12/10/22

<u>Programming Policy</u>

The Shorewood-Troy Public Library District offers programs that entertain, inform and educate to the residents of the District. The selection of library programs is chosen by staff for their relevance to community needs or interest, popular appeal, availability of staff to conduct particular programs of interest, and informational value. Programs are conducted within the budgetary constraints. Potential programs may be suggested to the library staff; the library may or may not include them in future programming.

Programs are primarily provided by library staff. Outside presenters are chosen for their proven or unique expertise and their public performance experience. Presenters will not be excluded from consideration because of their origin, background or views or because of possible controversy. However, the library providing a program with the assistance of an outside presenter does not constitute an endorsement of the group's or individual's policies or beliefs. The Library provides programming to all of its community's residents.

Programs are generally offered free of charge and are open to all residents, including residents of the surrounding communities on a first-registered, first-served basis. Some programs may require the purchase of materials by participants. The need to purchase supplies will be advertised in library publicity. The Library may also occasionally opt to charge for registration for a program; the need to pay for registration will be advertised in library publicity.

Some programs are drop-in programs. Other programs, due to space limitations or the ability to provide a satisfactory experience to all participants, will require registration. Registration requirements are noted in all library publicity for a particular program and in the library's newsletter. In some cases, a particularly high-demand program may be restricted to library cardholders first, then be opened up to non-cardholders. This will be advertised in library publicity, if done.

Library-sponsored presentations will be free of solicitations, sales pitches or proselytizing. Outside groups are able to book a library meeting room; however, booking a meeting room does not constitute a library-sponsored program.

Programs may be cancelled for a number of reasons, including: severe weather, unavailability of the presenter or low registration. In the event a program is cancelled, efforts will be made to let the public know and registered participants will be notified. Cancelled programs are not automatically re-scheduled.

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Age Appropriate Programming

The Shorewood Troy Public Library offers programs for all ages at various times. While some programs are open to all ages, most programs have an age limit. Age limits are set for a number of reasons including:
 maturity of content,
 presentation mode,
 performer stipulation,
 room capacity as set by fire code, and/or
 an environment appropriate for older children.
The library staff carefully weighs these factors along with the objective of allowing as many attendees as possible to enjoy events. Without age limits, many types of programs would not be able to be offered at all.

In addition to providing reasonable age limits, we also ask that each patron respect the other program attendees. If you or anyone in your party is displaying disruptive behavior at a program that has been deemed age-appropriate for them, you/they may step out of the room voluntarily or be asked to be removed from the program.

Staff will communicate the age limits in the library, in library-sanctioned press releases, in library publications, at the program, and on the library web site.
We request respect for the following age-appropriate programming guidelines:
Ages 5 & under: Parent participation is expected. Older and younger siblings may be allowed at the discretion of the program presenter.

Ages 6-12: Younger siblings are not allowed. Parents may also be asked to remain outside the meeting room during programs to encourage the children to interact more freely with each other.

Ages 11-14: Children and adults not within this age group are not allowed. Parents will be asked to remain outside the meeting room during programs to encourage tweens to interact more freely with each other. This age group encourages transition from the Children's Department to the Teen Department.

Ages 13-17: Children and adults not within this age group are not allowed. Parents will be asked to remain outside the meeting room during programs to encourage young adults to interact more freely with each other.

Ages 18+: Children and young adults are not allowed. These programs are planned specifically for adults to interact without the presence of those under the age of 18.

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All-ages: If the room has reached maximum capacity at a larger, all-ages program, staff may ask that parents of older children give their spot to children who would be otherwise turned away.

We recognize that there may be extenuating circumstances. However, as noted above, there are a variety of reasons for the age limits. Making a different decision about age limits can be a complicated and often last minute decision. Parents are discouraged from expecting an exception and should understand that maturity of an individual is not a reasonable qualification. In the interest of fairness to all, age limits are enforced. Further questions can be referred to the Director.

Cancellations of registration

As programs are capped at a certain number of participants, we do require cancellation from patrons, if they are not able to attend a program. This allows patrons on the waitlist to be able to participate in the program, if another patron cannot.

Patron cancellation of their registered programs requires at least a 24-hour notice. Cancellations can be done online through our event calendar or by calling the library at 815-725-1715. Failure to provide a 24-hour notice of cancellation and/or repeated failure to show up for programs may be grounds for waitlisting on upcoming programs. Continued absences will result in a suspension of registered program attendance privileges for up to 90 days. Attendees are expected to be on time for programs. Those who arrive five or minutes after the program will be considered no-shows and their spot will be given away to people on the waiting list.

Failure to Comply

Individuals attending library-sponsored programs are obliged to follow the Code of Conduct for library patrons. Patrons who violate the policy may be asked to leave for the duration of the program. Continued violation of the policy will result in lengthier suspensions, subject to the Code of the Conduct policy. An individual wishing to file an appeal may submit it to the Director; the Director will respond in writing.

Programming responsibility

The Director is the chief person empowered to make programming decisions. In practice, the Director may delegate authority to approve programs to the appropriate staff.

Photo-Taking

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The Library reserves the right to take photos of program participants. Photos may be used in library publicity, including but not limited to, the library's newsletter, the library's Facebook and Instagram pages, and the library's website.

If a participant does NOT want their photo taken, we will honor their wishes. They should notify library staff prior to the program beginning.

<p align="center">**Virtual Programs**</p>

In an effort to reach the greatest volume of patrons and to continue to provide library programming during times when the physical building is not open or is unable to provide in-house programming, the library will also offer virtual programs. These programs will utilize a library-approved virtual meeting platform that registered patrons may use to access virtual programs from their own devices and may include programs that are simultaneously run at the physical library along with programs that are solely offered virtually. Standard Program Policy practices shown above adhere to virtual programs.

All library virtual programs will be hosted via the library's virtual meeting account, and the presenter will be made the "co-host". A library staff member set as the "host" will be present for all virtual programs to manage the event and deal with any technological, logistical, or behavioral issues that may arise. While hosting the virtual program, the library will follow standard industry best practices for virtual events such as muting attendees, locking the event after the program has begun, etc.

All virtual programs will require patrons to register in advance, and library staff will e-mail registered patrons a link to log in on the day of the program. Registration for virtual programs closes 24 hours before the program date. This ensures all registrants receive access to attend. Patrons attending library virtual programs are expected to adhere to the Shorewood-Troy Public Library's Conduct Policy while in attendance, and failure to do so during a virtual program may result in their immediate removal from said program. Depending on the severity of the violation individuals may also be banned from attending some or all future library virtual programs.

Patrons are required to use their own equipment to attend library virtual programs, and while the Shorewood-Troy Public Library will make its best good faith effort to utilize a virtual program platform that will be compatible with the widest array of hardware and operating systems, the Shorewood-Troy Public Library makes no guarantees that every patron will be capable of accessing library programming virtually using their personal devices or internet connections.

Furthermore, the Shorewood-Troy Public Library makes no guarantees of the quality of the audio or visual aspects of its virtual programs, nor of the stability of the internet connection on

the side of the patron, the presenter, or the library host. Finally, while the Shorewood-Troy Public Library will make all reasonable efforts to ensure the digital security of its virtual events, patrons attending said events understand and accept that all online activity comes with some degree of risk and agree the library is not liable for any emotional or financial damages that may result from attending a library virtual event.