Shorewood-Troy Public Library

Patron Code of Conduct Policy

Approved 3/10/11; Amended 11/10/16; Amended 1/10/19; Draft 3/13/25

The Board and staff of the Shorewood-Troy Public Library is committed to providing all of our patrons with a safe, pleasant, comfortable environment in which to learn and be entertained. The Board of Trustees has established the following Code of Conduct to protect the rights and safety of ALL library patrons and staff. We also wish to seek to protect library materials, equipment, and property. All policies apply to all public spaces in the Library, including Meeting Rooms.

The Library requests that all patrons:

- Respect the rights of patrons, library staff, and library property.
- Respect one another's personal space and privacy.
- Respect the rights of Library staff to work in a calm environment, free from harassment.
- Remember the library is a public shared space, used by all members of our community.
- Be aware of noise levels and do not disturb others. Conversations should be conducted quietly, head-phones should be turned to appropriate levels, and cell phone conversations should be taken to the lobby or outside.
- Be aware that Zoom or other forms of video chat are not permitted on library computers, unless in the Study Room, as the noise of the conversations can disturb other users. Keep Library entrances clear. Do not congregate near doorways or park bikes, skateboards, etc. in front of the doorway.
- Leave pets at home. The library always welcomes service animals, but all other pets should not be brought indoors. Other pets shouldn't be left outside the entrance, for their own and other's safety. Animals may occasionally be present at library programs, with permission from the Library Director. Advance notification to program participants will be provided about programs including animals, so that patrons can make their own decision regarding potential allergies or other safety concerns.
- Park bikes in the appropriate rack, not in the lobby. All skates, skateboards, etc. should be picked up and carried while in the library.
- Throw trash in appropriate waste cans.
- Wear a shirt, shoes, and other proper attire.
- Drink beverages in a covered container only. Library staff reserves the right not to allow you to have liquids near the computers.
- Keep Library furniture in place.
- Keep personal items with you at all times. Library staff cannot monitor your personal property. The Library staff is not responsible for lost, damaged or stolen items. Items left at the library

that goes unclaimed (other than personal ids) after two weeks will be donated to charity or discarded.
- Comply with the Library's Computer and Internet Policy.
- Obey all applicable state, federal, and local law. Follow the policies, procedures, and guidelines as written or directed to by staff.

The Library requests that patrons refrain from the following behaviors, which are unacceptable or illegal:

- Do not disturb others by:
    1. Loud or disruptive behavior
    2. Using profanity, obscenities, or abusive language
    3. Rough play or violence of any kind
    4. Public displays of affection
    5. Skating or using athletic equipment inside (basketballs, etc.)
    6. Extreme lack of hygiene, odors that others find offensive, or excessive use of perfumes or colognes
- Downloading, printing, or viewing material that violates federal, state, or local laws.
- Stealing library property, including, but not limited to, books, computers, or furniture.
- Damaging or attempting to damage library property.
- Using tobacco products or non-tobacco products (such as vaping, cannabis, etc.) , including cigarettes, e-cigarettes, cigars, and smokeless tobacco within the building. If used outside, it must be at least 15 ft. away from all library entrances/exits.
- Violating copyright laws or licensing agreements.
- Violating policy or guidelines.
- Any other illegal activity not mentioned above.
- Eating or drinking in the computer areas.
- Loitering on Library property.
- Drinking alcoholic beverages on library property or using illegal substances.
- Public Indecency.
- Sleeping or inappropriate use of library furniture
- Trespass in areas marked as "restricted areas", unless attended by a staff member.
- Selling or panhandling, unless specifically permitted by the Library Director.
- Inappropriate bathroom usage, including bathing, shaving, or clothes washing.
    - o Regarding Children's bathrooms on the lower level, adults with children in their charge or attending programs in one of our lower level meeting rooms are the ONLY adults allowed to use the Family restrooms located in the Children's Department. Regarding the Children's Department, staff members will always place the interests and comfort of children first.
- Please remember that the Children's Department is specifically designed to serve the needs of children, their parents or caregivers, and teachers and is reserved for use by those patrons.

Adults not using the area with children, or for the intended purpose, will be asked to use the other library areas.
- Leaving children under the age of twelve unattended by a responsible adult.
- Removing or attempting to remove any library materials without proper checkout.
- Possessing weapons in the Library unless authorized by law.
- Adults/teenagers over the age of 15 loitering in the Youth Services Area without being accompanied by a child.

If a patron registers a complaint about another library patron to library staff:
- Staff will immediately ask, "Do you feel physically threatened?
    - o If the answer is "yes", police will be automatically called. An incident report will be taken for internal records, and the Director will be responsible for any internal banning procedures, while the police may follow up on any criminal action.
    - o If the answer is "no," police will not be called and staff will follow procedural guidelines and document issues in the incident report.
    - o Staff may also determine that calling the police is necessary, and file an incident report, with the Director being responsible for any necessary disciplinary actions.

The Library Reserves the Right to:
- •Limit group size based on available space and noise level of the group
- Deny access to those found in violation of the policy.

If there are problems, the Library may (but is not limited to) the following actions:
- Ask you to discontinue the problem behavior.
- Ask you to leave the Library property for the day.
- For serious problems, the Library may ban you from the property for a period of time ranging from one week to one year, depending on the severity of the issue. If you are banned for any reason, you must appear before the Board at a regularly scheduled board meeting regarding behavioral policies before re-admittance to the Library's facility.
- The Director has ultimate discretion regarding the action level taken for violating policy. The police may be called for illegal activities, disturbances, or disruptive behavior.

The Public Library Act provides the Board of Library Trustees with the general power to carry out the spirit and intent of the Act in establishing and maintaining the Library and providing library services, and the specific power to "exclude from the use of the library any person who willfully violates a policy or regulation prescribed by the Board." 75 ILCS 16/30-55.55

Library Conduct Policy Scale

The Shorewood-Troy Public Library welcomes all individuals to use resources made available to the community. In order to provide a safe, comfortable experience for everyone in the library the

following forms of conduct are not permitted and are representative of actions that may result in the loss of library privileges:

1. Behavior which may disturb or interfere with others' use of library services and facilities. Examples include but are not limited to: loud, repetitive, abusive, or threatening language; public displays of affection; singing or other disturbing noise; running; chasing; roughhousing; profanity. 2. Using electronic devices with or without headphones at a volume and/or at a location disturbing to others. 3. Bringing food or uncovered beverages outside near the computers. 4. Occupying areas of the library that are age inappropriate 5. Sleeping, inappropriate use of library furniture, or blocking of aisles, exits or entrances. 6. Lack of Hygiene; Having offensive body odor or personal hygiene which unreasonably interferes with other patrons' ability to use the Library. 7. Entering the library barefoot, without a shirt, removing one's footwear or shirt, or exposing inappropriate clothing while in the Library. The wearing of masks or similar facial concealments is not allowed except for library sponsored programs and for religious, medical, or other legally protected reasons. 8. Campaigning, petitioning, proselytizing, or soliciting for any cause inside the library and/or in the immediate area surrounding the entrance or exits of the building. Placing of material on vehicles in the library's parking lot is prohibited. 9. Bringing pets or animals other than service animals necessary for disabilities. 10. Gambling. 11. Use of tobacco products in the library and/or within 25 feet of a library entrance and/or exit. This includes, but is not necessarily limited to, cigarettes, smokeless tobacco, herbal products and e-cigarettes. 12. Use of alcohol or illegal substances.	1st offense warning 2nd offense suspension for the day 3rd offense suspension for a week 4th offense suspension for a month 5th offense indefinite suspension of at least one month and until conversation with the Board of Trustees.

13. Public indecency. 14. Trespassing in nonpublic areas.	1st offense suspension for a week 2nd offense suspension for a month 3rd offense indefinite suspension of at least one month and until conversation with the Board of Trustees.
15. Remaining on library property after being asked to leave.	1st offense suspension for two weeks 2nd offense suspension for a month 3rd offense suspension of two months and until conversation with the Board of Trustees. May progress further.
16. Damaging or defacing library property. 17. Stealing or attempting to steal personal or library property. 18. Carrying or displaying simulated or real weapons on library property except for authorized law enforcement officials.	This is going to be variable -- depends on the severity of the infraction.
19. Threatening and/or violent behavior. Examples include but are not limited to: shoving; throwing things; fighting; verbally or physically harassing, bullying, or threatening other patrons or staff including stalking, staring, or lurking. 20. Staff have obtained a personal restraining order against a patron.	1st offense suspension of six months and until conversation with the board
21. Any violation of federal, state or local law or disregard of library regulations and policies.	This is going to be variable -- depends on the law or policy in question.

Anyone violating the regulations of the Shorewood-Troy Public Library District may, at the discretion of the person in charge of the building, or her/his designee, be asked to leave the premises and revoke library privileges for up to one week. Staff will notify the Police Department if an individual fails to heed staff requests.

In case of severe or repeated violations of the regulations of the Shorewood-Troy Public Library District, the executive director may suspend library privileges for up to six months. If necessary, further action may be taken by the Director. Severe or repeated actions will result in written notifications. An individual wishing to file an appeal shall submit it to the Library Director in writing. The Library Director will respond in writing.