Shorewood-Troy Public Library

Programming Policy

Approved 1/2019; Amended 8/2020; Amended 12/2022; Amended 11/2026

The Shorewood-Troy Public Library District offers programs that entertain, inform, and educate District residents. Staff select library programs based on their relevance to community needs or interests, popular appeal, staff availability to conduct particular programs, 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.

Library staff primarily provide programs. The Library may book outside presenters for their proven or unique expertise and 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 Library will advertise the need to purchase supplies 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 may book a library meeting room; however, booking a meeting room does not constitute a library-sponsored program.

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 several reasons, including:

- maturity of content,
- presentation mode,
- performer stipulation,
- room capacity as set by fire code, and/or
- an environment appropriate for older children.

Library staff carefully weigh these factors along with the goal of allowing as many attendees as possible to enjoy events. Without age limits, we could not offer many types of programs 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 displays disruptive behavior at a program deemed age-appropriate for them, you/they may step out of the room voluntarily or be asked to leave 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 website.

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.

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, the age limits exist for several reasons. Changing age limits can be complicated and often happens at the last minute. Parents should not expect an exception and should understand that an individual's maturity is not a reasonable qualification. To be fair to everyone, we enforce age limits. 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 our patrons if they are unable to attend a program. This allows waitlisted patrons to participate if another patron cannot attend.

Patrons must cancel registered programs at least 24 hours in advance. Patrons can cancel 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 minutes or more after the program will be considered no-shows; their spot will be given away to people on the waiting list.

Compliance with Code of Conduct Expectations

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 violations of the policy will result in longer suspensions, subject to the Code of Conduct policy. An individual wishing to file an appeal may submit it to the Director; the Director will respond in writing.

Programming responsibility

The Children's Department and the Adult and Teen Services Department each has a staff member who oversees planning, scheduling, and coordinating programs for that department. Individual staff members may also plan, schedule, and coordinate programs under the Programmer's oversight.

The Managers of the two departments oversee the programming. They evaluate the programmers' work and ensure the programs are audience-appropriate and used by our community.

The Director of the Library has final oversight of the programming slate offered.

Photo-Taking

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.

Virtual Programs

To reach the greatest number of patrons and continue providing library programming when the physical building is not open or cannot provide in-house programming, the library will also offer virtual programs. These programs will use a library-approved virtual meeting platform that registered patrons may use to access virtual programs from their own devices and may include programs run simultaneously at the physical library, as well as programs offered solely virtually. Standard Program Policy practices shown above apply 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 and locking the event after the program has begun.

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 can access the program. Patrons attending library virtual programs are expected to follow the Shorewood-Troy Public Library's Conduct Policy

while in attendance, and failure to do so during a virtual program may result in immediate removal from the 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. 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.

Programs Presented by Outside Groups

The Library's Meeting Room is bookable by outside groups. Presentations done by outside groups are not Library-sponsored and are not endorsed by the Library Board or administration. Outside group presentations:

- Are not advertised in the Library's calendar or newsletter. The time slot is booked in our online calendar system to prevent double-bookings, but outside events will not be listed on our event calendar.
- Outside groups may advertise the location of the outside event, but must not imply Library sponsorship. Outside groups may be asked to revise advertising if necessary. If a group makes repeated advertising errors implying Library sponsorship, their booking may be canceled.
- The Library will not do any advertising of outside group events and will not provide services related to registering attendees for outside events.
- If the Library's Director deems it necessary, due to concerns of safety for the Library facility or patrons utilizing it, outside groups may have to provide a Certificate of Insurance (COI) to the Library.

For a fuller explanation of booking the Library's Meeting Room, please refer to the Library's Meeting Room Policy.