

Patron Code of Conduct Policy

(Adopted January 2014; revised January 2015; revised June 2017)

The Stickney Forest View Public Library District is dedicated to providing access to knowledge and information in a safe and comfortable environment. In accordance with the Illinois Local Library Act (75 ILCS 5), the Board of Trustees of the Stickney-Forest View Public Library has the power to “exclude from the use of the Library any person who willfully violates the rules prescribed by the board.”

The Board of trustees of the Library establishes its patron code of conduct as follows:

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 video chat is not permitted on library computers or quiet space within the library, as the noise of the conversations can disturb other users. The library is also concerned with the privacy of other Library users who may be viewable on the web-camera without their consent.
- Keep Library entrances clear. Do not congregate near doorways or park bikes, skateboards, etc. in front of the doorway.
- Leave pets at home. Service animals are always welcomed by the Library, but all other pets should not be brought indoors. Other pets should not be left outside the doorway. Animals may occasionally be present at Library programs, with permission from the Library director.
- 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. Bathing suits or clothing that uses objectionable language may not be worn on library premises.
- Drink beverages in a covered container only. No food or drinks may be near Library computers or lending laptops.
- Keep Library furniture in place.
- Keep personal items with you at all times. Library staff cannot monitor your personal property, and are 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 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:

- Loud or disruptive behavior, including but not limited to the use of profanity, obscenities, or abusive language, skating or using athletic equipment inside, public indecency, and/or public displays of affection
- Extreme lack of hygiene or excessive use of perfumes or colognes
- Loitering on Library property or trespassing in non-public areas
- Eating or drinking in the computer areas
- Drinking alcoholic beverages, smoking (including e-cigarettes), or using illegal substances on library property
- Selling, panhandling, and/or distributing printed materials unless specifically permitted by the Library Director
- Inappropriate use of Library furniture or restrooms
- Leaving children under the age of nine unattended by a responsible adult, as outlined in the Unattended Children Policy
- Loitering in the Children's Department when over the age of 18 without being accompanied by a child
- Photographing or recording for any purposes unless specifically permitted by the Library director
- Rough play or violence of any kind
- Possessing weapons in the Library unless authorized by law
- Downloading, printing, or viewing materials that violate federal, state, or local laws, including copyright laws or licensing agreements
- Damaging or attempting to damage library property
- Stealing library property including, but not limited to books, computers, or furniture, or otherwise attempting to remove Library materials without proper checkout
- Violating any Library policies or guidelines
- Any other illegal activity not mentioned above

If a patron registers a complaint about another library patron to library staff:

- Staff will immediately ask, "Do you feel physically threatened?"
 - 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 procedures as well as document issues in the incident report.
 - If the answer is "no," police will not be called unless staff determine that to be a necessary action
- An incident report will be filed, with the Director being responsible for any necessary disciplinary actions.

If there are problems, the Library may take (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
- Ban you from Library property for a period of time, depending on the severity of the issue.
 - The Director has ultimate discretion for the level of action taken for violating policy

- Call the police to address illegal activities, disturbances, or disruptive behavior.

Patron Code of Conduct Policy Enforcement Scale

Enforcement of the Library's Patron Code of Conduct Policy may vary, depending on the severity of the behavior, and is ultimately up to the discretion of Library Director. Anyone violating the regulations of the Library may, at the discretion of the person in charge of the building, be asked to leave the premises and revoke library privileges for the day. Staff will notify the Police Department if an individual fails to heed staff requests.

Severe or repeated violations of policy may result in suspension of Library privileges for up to one year. Written notification shall be made whenever actions concerning severe or repeated violations occur. An individual wishing to file an appeal shall submit a written document to the Library Director.

Minor violations of policy – including, but not limited to, disruptive behavior, occupying areas of the library that are age inappropriate, bringing in pets other than service animals, and/or lack of proper attire

- 1st offense – verbal or written 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

Severe violations of policy – including, but not limited to, trespassing, threatening behavior, and/or damage or theft to Library property

- 1st offense – minimum suspension of one week
- 2nd offense – minimum suspension of one month
- 3rd offense – indefinite suspension of at least one month

Related

75 ILCS 16/30-55.55 – Exclusion of certain persons from library.

SFVPLD Internet Acceptable Use Policy

SFVPLD Unattended Children Policy

SFVPLD Vulnerable Adults Policy

SFVPLD Photography and Filming Policy

SFVPLD Computer and Equipment Policy