

# Patron Behavior Policy

## I. Purpose

The Crystal Lake Public Library (Library) seeks to provide a welcoming, secure environment that encourages the exploration of ideas, the acquisition of knowledge, and the use of Library services and materials.

The Board of Library Trustees of the City of Crystal Lake (Board) believes that library patrons have the right to use library materials and services without being disturbed or impeded; that library patrons and employees have the right to a safe and comfortable environment; and that library patrons and employees have a right to access a wide variety of materials and services. Any conduct that disturbs library patrons or employees and/or hinders others from using the Library or Library materials is prohibited.

## II. Expectations

Library users are expected to understand that the Library is a public place shared by many people and to conduct themselves in a manner respectful to themselves and others.

Patrons are welcome to consume small dry snacks or food and beverages with fastened lids. Food of any kind is not permitted near computers. Individuals are responsible for managing or reporting any mess they create and are liable for any damage they may cause to Library property.

### A. Library Patrons are Not Permitted to:

- 1) Interfere with another library patron's ability to use the facility, services, or materials.
- 2) Physically or verbally harass or intimidate patrons or Staff.
- 3) Disregard the reasonable direction of a Library employee, including but not limited to persistent or repeated disruptive behavior, remaining in the Library past regular operating hours or when circumstances dictate evacuation, i.e. power failure, fire, threatening weather, or similar situation.
- 4) Damage, vandalize, mutilate, move, or remove from the premises without authorization any part of the library collection, building, furnishings, equipment, or supplies.
- 5) Damage or alter any computer system hardware or software configurations.
- 6) Make excessive noise, use abusive or threatening language or gestures, display inappropriate images, or engage in other disruptive or inappropriate conduct. Cellular phone usage that impinges on the rights of others is considered disruptive behavior.
- 7) Smoke, use e-cigarettes, chewing tobacco, and/or other related paraphernalia in the Library or within 15 feet of Library entrance.
- 8) Drink alcoholic beverages and/or use illegal substances.
- 9) Run, shove, fight, or throw objects.

- 10) Use sporting equipment on Library property.
- 11) Remove shirts or shoes at any time.
- 12) Create a nuisance to other library users due to personal hygiene, excessive fragrance, or excessive body odor.
- 13) Leave personal belongings unattended, or in places preventing safe movement throughout the premises, or in places interfering with the use of library collections, furnishings, or equipment.
- 14) Bring animals to the Library, except service dogs or miniature horses to aid persons with disabilities or service dogs or miniature horses in training when accompanied by a trainer participating in a legitimate and recognized training program or participating in a Library sponsored program.
- 15) Solicit, sell, or distribute any goods on Library facilities or grounds without prior authorization.
- 16) Distribute literature, petitions, or surveys without prior authorization.
- 17) Lie or lounge on furniture or the floor; impede safe or easy passage; engage in disruptive, prolonged, or habitual sleeping.
- 18) Leave persons in need of supervision unattended on the premises. All children under 8 years of age must be accompanied at all times by a parent or caregiver age 14 or older.
- 19) Engage in any activity that violates federal, state, or local laws, ordinances, or regulations.
- 20) Bring weapons onto Library property, including firearms, consistent with Library Resolution No. 2223-8. Weapons may be kept in a locked personal vehicle parking in the Library's parking area provided that the weapon is kept in compliance with all applicable federal, state, and local laws and regulations.

## **B. Closing**

Staff will attempt to reach parents, guardian, or caretakers for any minor left unattended at closing. If parents, guardians, or caretakers don't arrive within 15 minutes of closing, Staff are authorized to call the police.

## **C. Library employees may address any of these behaviors by:**

- 1) Issuing a verbal or a written warning
- 2) Directing the patron to leave and to not return for one day or longer
- 3) Contacting the police

The Library reserves the right to implement any of these steps in any order to ensure the safety and security of Library patrons, Staff and property. Extreme or repeated violation of this policy may result in a suspension of Library privileges. Any patron whose privileges have been denied may request to have the decision reviewed by the Board. The Library reserves the right to prosecute anyone who engages in illegal activity on Library property, including damage or theft of Library property.