

## **Patron Rules of Conduct Policy**

These Patron Rules of Conduct were adopted by the **Board of Trustees Glenwood-Lynwood Public Library** to promote a safe, attractive, and orderly atmosphere; to ensure every person's ability to use the library and library materials to the maximum extent possible; and to have reasonable access to library facilities without interference from any other person. The policy cannot anticipate every event or situation. Employees are expected to use their best judgement in the spirit of this policy.

***The Glenwood-Lynwood Public Library District supports the rights of all individuals to:***

- Friendly, courteous, and respectful service.
- Free and equal access to information.
- Privacy and confidentiality in their use of library services and collections.
- A clean, comfortable, and pleasant environment; and
- Use of the library undisturbed without threat of harm, interference, or discrimination.

***Use of library facilities and resources implies acceptance of our Patron Rules of Conduct, which are based on these basic principles:***

- Respect other patrons and their right to have a positive experience of the library.
- Respect library employees whose responsibility is to help you get the most from your library experience and to maintain a safe and comfortable atmosphere for all patrons.
- Respect all library facilities, materials, computers, equipment, and resources, and understand and follow rules related to their use.

### ***Noise Policy***

The mission of the Glenwood-Lynwood Public Library District (GLPLD) is to provide the highest quality informational, educational, cultural, and recreational resources and services to residents of all ages in the Glenwood-Lynwood Public Library District. We welcome all ages and abilities and protect the right of library users to speak/play at a respectable volume.

Glenwood-Lynwood Public Library District is committed to providing a safe and welcoming atmosphere for people of all ages and abilities. A wide variety of activities are encouraged in our buildings, including some activities that produce noise. Library users are welcome to converse, play and collaborate at a volume that is respectful to other library users. It is the responsibility of library staff to determine what noise level is best suited to the needs of its users. Please direct any noise complaints to library staff.

### ***Respect for other patrons***

To ensure individuals' rights to use the library free of disruption, library patrons shall be engaged in activities associated with the use of a public library while in the building and on library property. Patrons who are not engaged in reading, studying, using library materials or services, attending programs or classes, or viewing exhibits may be asked to leave the building.

Noise and conversations are expected to be kept at low levels out of consideration for other patrons. Bringing pets or animals into the Library, other than service animals necessary for accommodation, must be authorized by the Library Director.

### ***Respect of library employees***

The safety and security of our employees and patrons are of utmost importance. Library employees have the right to a safe and respectful workplace environment. Patrons will use polite language and keep the tone of voice moderate.

Conduct that causes or threatens harm to others, interferes with library employees' performance of duties, or constitutes persistent, unwanted behaviors will not be tolerated.

All patrons are expected to comply with reasonable requests of any library employee.

### ***Respect of facilities, materials, computers, equipment, and resources***

The Library is supported by taxpayers who reside in the Glenwood-Lynwood Public Library district. These patrons expect our facilities to be clean, comfortable, and safe. It is expected that all library users will treat library materials, furniture, and equipment with care, and use library facilities, materials, and furnishings as intended.

Single-serving, dry snacks and covered beverages are permitted in most areas.

Solicitation is not permitted except in support of the library and sanctioned library activities.

### ***Prohibited items or behaviors include, but are not limited to:***

- Bringing bicycles, shopping carts, or other large, wheeled conveyances inside library buildings is prohibited. Wheelchairs, strollers, and mobility devices are only permitted if being used as transportation for, or as a mobility device by, an adult or child.
- Interfering with access, egress or use of Library facilities or resources by placement of objects or by use of wheeled devices including, but not limited to, shopping carts, bicycles, skateboards, suitcases, roller blades or moving equipment (exceptions include wheelchairs, walkers, strollers with children).
- Monopolizing library space, furniture, electrical outlets, or equipment to the exclusion of other patrons or staff is prohibited.
- A pattern of sleeping or lying down in or on Library premises is prohibited.

### ***Enforcement of the Patron Rules of Conduct Policy***

- Library employees may, in their discretion, at any time request that patrons show library cards and other documents (driver's license, school ID, e.g.) for purposes of identification, including for purposes of addressing misconduct.
- It is expected that patrons will follow federal, state, and local laws and policies. Library employees are authorized to call the police for assistance in the case of violent behavior or illegal activities; or to ensure enforcement of this policy.

- Library employees have the authority to decide what is considered appropriate behavior and to enforce the Patron Rules of Conduct. Library staff will inform the patron of the relevant conduct policy and warn the patron that continued violation will result in a loss of privileges. Staff may ask the patron to leave the Library property for one day if they are uncooperative or argumentative. The Library always reserves the right to immediately eject a patron who is dangerous or in any way threatening employees or other patrons.
- The Library may pursue remedies under Federal, State, or local law where applicable.
- Unattended minors who do not abide by library rules and policies, or who exhibit unacceptable behavior, will be asked to leave, and/or call their parents for a ride home. If unable to reach their parents, or if a ride is unavailable, the children may be considered abandoned, and the local police department will be called.

### **Suspension of Library Privileges**

- The Glenwood-Lynwood Public Library District Board of Trustees authorizes library staff and law enforcement officers to enforce the library's published Patron Code of Conduct Policy up to and including long-term suspension of library privileges, permanent banning from the library or prosecution.
- Depending on the nature and frequency of the behavior, consequences may include suspension of library privileges or permanent banning. The Library Director has the authority to ban from the library premises any individual whose behavior is a sufficient threat to the ability of the library to operate in a safe manner or individuals who repeatedly violate the Patron Code of Conduct. If the individual facing exclusion is under the age of eighteen (18), then banning will not occur until the minor's parent or guardian is notified in writing.
- Banning or exclusion from library premises deny the patron access to the building, grounds, and services of any library within the Glenwood-Lynwood Public Library District as well as from all telephone references. The individual will receive the suspension notice in writing and a copy will be kept at all library locations. The patron may still access from an offsite computer the library's webpage and any databases available through that site.
- If any individual named in a suspension notice enters a Glenwood-Lynwood Public Library before the return date listed on the suspension notice, it will be considered criminal trespass, and the individual will be asked to leave. If the individual does not leave when asked, staff will contact local law enforcement.
- Individuals who have had their library privileges suspended may appeal the suspension to the Library Board. To appeal a suspension, the patron must submit a written request within 10 days after he/she receives the suspension determination. The Library Board will conduct a hearing within 30 days after receiving a timely submitted hearing request through which it will hear evidence and evaluate the suspension

- It is the sole responsibility of the individual banned to apply for reinstatement of library privileges. These are not automatically available at the end of the period of exclusion. A Request for Resolution must be completed to be eligible for reinstatement.







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# Glenwood-Lynwood Public Library District

## Patron Rules of Conduct

- **Respect Others:** Treat fellow patrons and staff with courtesy and consideration always.
- **Maintain a Peaceful Environment:** Keep noise levels low; respectful conversation and play are welcome.
- **Use Library for Intended Purposes:** Engage in reading, studying, attending programs, or using library services.
- **Follow Staff Instructions:** Comply with reasonable requests from library employees.
- **Protect Library Property:** Handle books, furniture, computers, and equipment with care.
- **Food & Drink:** Only single-serving dry snacks and covered beverages are allowed.
- **No Soliciting:** Solicitation is only permitted for library-sanctioned activities.
- **Prohibited Items:** No large, wheeled items like bikes or carts inside (except mobility aids).
- **Behavioral Expectations:** No disruptive, threatening, or harmful conduct; sleeping or monopolizing space is not allowed.
- **Policy Enforcement:** Staff may request ID, and call police if necessary; violations may result in removal or loss of privileges.

## Suspension of Library Privileges

-  Library staff and law enforcement may enforce the Patron Code of Conduct up to long-term suspension, permanent banning, or prosecution.
-  Depending on behavior, consequences may include suspension or permanent banning. The Library Director may ban individuals from repeatedly violating rules. Parents/guardians will be notified before banning minors.
-  Banning denies access to all Glenwood-Lynwood Public Library locations and services, except online resources. Written notice will be provided and archived.
-  Entering library premises during a suspension period is considered criminal trespass. Noncompliance will result in law enforcement involvement.
-  Suspended individuals may request and appeal in writing to the Library Board within 10 days after he/she receives the suspension determination. The Library Board will conduct a hearing within 30 days after receiving a timely submitted hearing request through which it will hear evidence and evaluate the suspension.
-  Reinstatement is not automatic. Individuals must submit a Request for Resolution to regain privileges.