

## **PATRON CONDUCT POLICY**

The Wheaton Public Library Board of Trustees has the authority to determine the rules and regulations for the governance of the Wheaton Public Library (WPL), to the rules of conduct necessary to protect the rights of library patrons to use library materials and services, to protect the rights of library employees to conduct library business without interference, and to preserve library materials and facilities. Illinois law authorizes the WPL Board of Trustees to “exclude from the use of the library any person who willfully violates an ordinance or regulation prescribed by the Board.” (Illinois Compiled Statutes, 75 ILCS 16/30-55.60).

This policy covers the Cafe which is a part of WPL and serves all persons entering the facility. The term “library patron” includes the cafe customers.

The WPL Board of Trustees believes that library patrons have the right to use library materials and services without being disturbed or impeded by other library users; that library patrons and employees have the right to an environment that is secure and comfortable; and that library patrons and employees have a right to materials that are available and in good condition.

Any conduct that disturbs library patrons or staff or that hinders others from using the library or library materials is prohibited.

All Center of Disease and Control (CDC) and Governor and/or City Orders for any emergency action will be enforced. Library patrons who do not adhere to the orders will be asked to leave the Library.

### **LIBRARY PATRONS ARE NOT PERMITTED TO:**

- Interfere with another library patron’s ability to use the facilities.
- Damage, mutilate or remove from the premises without authorization any part of the library collection, building, furnishings or equipment.
- Damage or alter any computer system hardware or software configurations.
- Talk loudly, make noise, run, use abusive or threatening language, or engage in other disruptive or inappropriate conduct. Cellular phone use that impinges on the rights of others is considered disruptive behavior.
- Use matches, lighters, or other means of ignition, illegal substances or alcoholic beverages.
- Smoking is not permitted anywhere inside or outside on library property.
- Enter unauthorized areas, remain in the building after closing or when requested to leave (1) during emergency situations, (2) due to disruptive behavior.
- Play audio equipment so that others can hear it. The use of headsets is permitted only if its use does not disturb others.
- Eat in a manner that disturbs others. Drink in library unless they are drinking from a spill proof container. Drinks that are not covered are only permitted in the Café areas.
- Be under the influence of alcohol or drugs.
- Lie or lounge on the floor, or sleep anywhere in the building.
- Lie down on furniture, or move furniture in any way or to any location that may impede safe or easy passage.
- Use the building’s rest rooms as laundry facilities, bathing facilities or gathering places.
- Use the facilities to store personal belongings. Library staff is not responsible for monitoring and safeguarding library patrons’ belongings. All unattended belongings will be removed under the discretion of Library Person in Charge.

- Leave children in need of supervision unattended on the premises. Specifically:
  - Children 8 years of age and younger must remain with an adult caregiver at all times, except when children are attending a library sponsored program, during which time the adult caregiver must remain in the building.
  - Children must be picked up by closing time.
  - Adult caregivers must be a minimum age of 16 years old.
- Bring an animal into the library unless it is a service animal or used for a library sponsored program.
- Solicit anywhere on the premises.
- Bring a bicycle into the building. All bicycles should be parked in the bicycle rack area on the east or west side of the library.
- Have offensive body hygiene. If patron has offensive body hygiene that proves to be a nuisance to others he/she shall be required to leave the building and may return when the problem is corrected.
- Use roller blades, roller skates or skateboards anywhere on the premises.
- Go barefoot, shirtless or wear wet bathing suits.
- Bring onto the premises any dangerous weapon. Dangerous weapons include, but are not limited to, the weapons set forth and defined in Illinois Compiled Statutes, Chapter 720, section 5/24.1 et seq.
- Engage in any illegal acts or conduct in violation of Federal, State, or local law, ordinance or regulation.
- Loiter or litter on the premises
- Engage in any other behavior which could be easily be expected to disturb other patrons or interfere with library employees' performance of duties.

#### **LIBRARY AND CAFÉ STAFF HAS THE RIGHT TO:**

Impose time limits on the continuous use of library resources, including newspapers, magazines, or computers when others are waiting to use these resources.

Require library patrons to furnish commonly accepted forms of identification, such as driver's licenses and student ID cards.

Limit the number of library patrons who may sit together at a single table or carrel, in an arrangement of lounge seating, or in a study room.

Remove unattended belongings.

#### **ENFORCEMENT**

When a library patron engages in any prohibited activity, the following procedure shall be followed:

- If behavior is unlawful or immediately threatening to the safety of patrons or staff, staff will call 911.
- If the behavior is disruptive and in violation of the Patron Code of Conduct, Library and Cafe staff will inform the individual(s) that the behavior is not allowed in the library, and that it must cease immediately.
- If the individual(s) does not comply and does not cease behavior, staff will inform the individual(s) that they will have to leave the premises. (If individual is 12 years or younger, staff will call caregiver. If no caregiver is available staff will call 911.)
- If the individual(s) do not leave the premises, Library and Cafe staff will inform the individual(s) that 911 will be called.
- If individual(s) still does not leave the premises after 1 warning, Library and Cafe staff will call 911 with intention to remove individual(s) from the Library immediately.
- Staff will write up incident and forward to Library Director for further action.

## **SUSPENSION OF LIBRARY PRIVILEGES**

The Illinois Compiled Statutes, Chapter 75, Paragraph 5/4-7, permits the WPL Board of Trustees to “exclude from use of the library any person who willfully violates the rules prescribed by the board.”

Library and Café privileges may be suspended for any willful violation of the provisions of this or any other policy adopted by the WPL Board of Trustees.

## **APPEAL AND REVIEW**

A person who feels his or her library privileges have been wrongly limited or suspended may appeal the decision in writing to the Library Director within 30 days of receiving notification. The decision of the Library Director will be final.

The Board of Trustees of the WPL Board of Trustees will review the conduct policy and regulations periodically, and reserve the right to amend them at any time. The Board authorizes the Library Director to waive regulations under appropriate circumstances. The Library Director is the chief person empowered to make decisions regarding the availability and use of the library. The Library Director may delegate this authority.

Any appeals for changes to, or exceptions to, any portion of the conduct policy will be considered. An individual wishing to file an appeal shall submit it to the Library Director in writing. The Library Director will respond in writing.

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