

# PATRON BEHAVIOR

TFML Policy No. 7

Thomas Ford Memorial Library is dedicated to providing a quiet, safe and pleasant environment for patrons of all ages. The library is open to the public only for specific purposes: reading, studying, attending programs, using library materials and using library equipment. The library's goal is to facilitate acquisition of knowledge through reading, quiet contemplation and related activities. Therefore, the library must protect the rights of individuals who are in the library as well as the rights of staff members to conduct library business without disruption. This policy describes guidelines for behavior of patrons that will assure creation of an appropriate atmosphere to achieve the library's goals.

## **7.1 Goals**

Quiet, non-disruptive behavior is expected from all library patrons. Behavior, which interferes with the peaceful and orderly management of the library, may result in expulsion from the library. Conduct within the Library or on Library grounds that hinders patrons from using the Library or library materials is considered obstructive. Conduct that results or may result in harming people or property, or that interferes with staff providing service or performing their duties is considered disruptive. Violators shall be denied use of the facilities for specified periods of time based on the severity of the violation as determined by the Library Director in consultation with the Library Board of Trustees. Any expulsion may be appealed to the Board of Library Trustees by submitting a written request within one week of the expulsion as set forth below. Unacceptable behavior includes, but is not limited to the following.

7.10 Destruction of library materials

7.11 Loud use of cell phones or individually owned or library supplied audio equipment.

7.12 Use of wheeled vehicles or wheeled footwear inside the library except where such use is to afford a disabled person access to the library.

7.13 Physical, sexual or verbal abuse or attempts to intimidate or annoy other patrons or staff members by following or staring at them or by displaying material that is obscene or that contains child pornography on a computer screen (as per the Computer Utilization Policy which is available at the Reference Desk) so that their use or care of the library's materials or facilities is disrupted

7.14 Intoxication or being under the influence of alcohol, illegal drugs, or controlled substances

7.15 Bringing any animal into the library except one assisting a disabled person or for library programming purposes.

7.16 Smoking or lighting matches, lighters or other flammables inside the library.

7.17 Entering areas designated for use only by library staff without permission.

7.18 Sounding the fire alarm without cause.

7. 19 Refusing to leave the building upon request at closing time, during an emergency or after causing a disruption by engaging in one of the above listed behaviors or any other behavior which interferes with the peaceful and orderly management of the library.

7.110 Entering the library without a shirt or shoes or in attire intended to disrupt the activities taking place which are in keeping with the library's goals.

7.111 Recording other patrons or employees within the Library without their express consent. Recording of public meetings in accordance with the Open Meetings Act is permitted.

7.112 Offensive bodily hygiene that causes a nuisance to others. In these instances, patrons shall be required to leave the building and may return when the problem has been corrected.

## **7.2 Children's Behavior**

Additional considerations apply to the behavior of children in the library relative to age and supervision.

7.21 Children under the age of eight must be supervised by a parent or responsible adult. Supervision is defined as keeping the child(ren) in direct sight, staying in a range close enough so that quiet directives may be given as needed, and **actively** monitoring behavior. Children need adult attention and guidance to make library visits positive experiences for all. Adults who are supervising children shall use quiet voices and library manners when chatting with fellow adults or instructing their charge(s) so that others using the Library are not disturbed. Caregivers sent to the Library with children shall be informed by the children's parents as to what constitutes appropriate behavior/Library use.

7.22 Running, shouting, climbing and eating may be normal behavior for children outside of the library environment; however, they are disruptive in the library and not appropriate. These rules exist for all patrons to ensure a pleasant environment.

7.23 If a child under the age of eight (8) behaves inappropriately Library staff will suggest an appropriate alternate behavior; if the advice is not accepted the child will be seated in an area where he or she can be closely supervised while the parent or responsible adult is notified that they must come immediately to pick up the child.

7.24 Children ages 9 to 12 will be warned when behavior is not acceptable and an appropriate alternate behavior will be suggested. If the suggestion is ignored or rejected the offending individual will be required to leave the library. Parents will be notified. Any child twelve (12) years of age or younger who is to be removed from

the building due to a violation of this policy will be allowed to stay in the building until a parent or responsible adult picks him/her up. If a parent or responsible adult cannot be located, staff will contact the police.

7.25 Parents of a disruptive child will always be contacted when a disruptive child is told he or she must leave the library.

### **7.3 Process**

The Executive Director is authorized to suspend service or ban a patron for up to one year. Restrictions for longer periods must be approved by the Board. Notices of suspension may be given verbally but will be accompanied by a written notice to the person, parent or responsible adult that describes the offending behavior. The Executive Director will meet with the patron to discuss the facts and circumstances prior to suspending Library privileges or will provide a written description and give the patron an opportunity to contact the Executive Director prior to the suspension going into effect.

Any patron banned from the premises may file a written request for reinstatement to the Library Board within one week after having been banned. The Board will review the request in a timely manner and render a decision. The decision of the Board is final.

### **References:**

Illinois Statutes: Chap. 38, Article 16B Protection of Library materials  
Kreimer v. Bureau of Police for the town of Morristown, 765 F. Supp. 181 (N.J. 1981)

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