



Patron Behavior Policy

INTRODUCTION

The library is a place of information, knowledge, and learning. It is also one of the few public spaces and public goods in communities and in the country where one may come and be welcomed and be served, to find a space and to find a voice.

The Palos Heights Public Library is committed to serving everyone, especially those in the community who most need access to services and resources and for whom barriers may sometimes hinder full and equitable access. That includes those who are experiencing homelessness, those with health challenges, those with income challenges, and other vulnerable or marginalized members of the community.

Because the library is for everyone, the Board of Library Trustees has established the following rules of behavior to ensure:

- All library patrons may use and enjoy the Library's services, materials, and facilities without unreasonable interference or disturbance from others;
- All library patrons enjoy safe and secure library facilities;
- The library's materials are protected from theft and damage; and
- All library employees have a safe and secure workplace.

RULES OF BEHAVIOR

No conduct is permitted that may reasonably be expected to create a disturbance or otherwise interfere with the safe use and enjoyment of the Library as well as the work of Library staff. Bullying and harassment will not be tolerated.

No conduct is permitted that may reasonably be expected to endanger the health and safety of Library users or employees or cause damage to Library materials or facilities.

Food and drink are not allowed in the Library with the following exceptions:

- Beverages are allowed in the Library as long as they are in a securely covered container.
- Beverages are not allowed in the computer lab, the FabLab, or in the vicinity of any Library-owned laptop, tablet, or other computer equipment.
- The consumption of alcoholic beverages is not allowed on Library property.

Illegal activity is prohibited on library property.

Library users are not allowed to be under the influence of alcohol or drugs.

The consumption of cannabis and cannabis-derived products is prohibited on Library property. The use of

all forms of tobacco products is prohibited inside or within 15 feet of the entrance of the Library building.

Library staff is not responsible for caregiving duties, such as bathroom assistance, providing snacks, providing telephones, health care, or providing time and attention that prevents them from fulfilling their primary duties. Parents and caregivers are expected to fulfill these responsibilities.

Patrons may not bring animals other than service animals into the library.

Solicitation in all forms, including but not limited to distribution of leaflets, survey taking, collecting signatures on petitions, is not permitted except as explicitly authorized by the Board of Trustees.

Library users are responsible for their personal belongings. Personal belongings may not obstruct walkways or interfere with use of shared spaces. Any personal belongings for which Library Staff are unable to locate the owner may be disposed of after a reasonable attempt has been made to find the owner. The Library is not responsible for any loss of users' personal belongings.

The Library reserves the right to inspect the contents of personal belongings.

The Library reserves the right to impose time limits upon the continuous use of Library resources.

Patrons must have proper clothing and must wear footwear when in the library.

POTENTIAL CONSEQUENCES

Any behavior that violates the Rules of Behavior may result in cost recovery charges, suspension of library privileges, exclusion from the Library, and prosecution. Library staff are authorized to ask disruptive patrons to leave the library and to exclude them for a 24-hour period. Staff are also authorized to call the police at their discretion. Violations, both minor and serious, may also be investigated by library administrators who may exclude violators for varying and longer periods of time depending upon the seriousness and/or frequency of the violation. Caregivers will be notified if the offender is a minor. After the exclusion period, patrons are welcomed back to the library.

The Library may bring criminal charges against any persons suspected of criminal acts toward library staff or patrons, including theft or vandalism of Library property or materials or of any violations on Library property of federal, state, or local laws and ordinances.

ADOPTED: 7/14/94

REVISED: 9/09/99

REVISED: 6/14/01

REVISED: 6/10/04

REVISED: 12/13/07

REVISED: 3/17/16

Revised: 1/16/2020

Revised: 5/18/2023