

# Palos Park Public Library

## PATRON BEHAVIOR POLICY

The Palos Park Public Library Board of Trustees envisions the library as the cornerstone of the community providing quality service, dynamic resources, and opportunities for personal enrichment in a comfortable gathering space.

The purpose of the Patron Behavior Policy is to provide a comfortable environment for patrons, volunteers and staff; to preserve the ability of staff to provide service and perform their duties without disturbance and to protect the library's equipment, facility, and materials.

The following behaviors, without limitations, are prohibited:

- Disruptive noise including loud conversations in person or on cell phones, and singing.
- Smoking and vaping within the building and on the library grounds. Applies to the use of any tobacco product, oral tobacco products or "spit" tobacco, cannabis, herbal products, e-cigarettes, e-pipes, e-hookahs and, e-cigars.
- Possession of or use of controlled substances.
- Possession or use of alcohol, cannabis, or illegal drugs.
- Improper parking.
- Intimidation, unwelcome remarks to other patrons or staff.
- Willful disregard of circulation or other service rules, or failure to observe a reasonable verbal instruction from a member of the staff.
- Sleeping for extended periods of time.
- Failure to wear appropriate clothing and footwear.
- Exhibiting offensive bodily hygiene.
- Possession of and consumption of food and beverages other than light snacks and covered drinks.
- Possession of weapons.
- Leaving personal belonging unattended.

Acts of vandalism theft, substance abuse, verbal or physical abuse or other more serious offenses will be reported to the police.

Any staff member witnessing willfully disruptive behavior or responding to a complaint from another patron of such behavior may ban the patron or group of patrons causing the disruption for the rest of the day.

The Library Director is authorized to suspend service or ban a patron for up to one year. Restrictions for longer periods must be approved by the Library 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 Library Director will meet the patron to discuss the facts and circumstances prior to suspending Library privileges or will provide a written description and give the patron the opportunity to contact the Library Director prior to the suspension going into effect. (75 ILCS 16/30-55.55)

Patrons who refuse to leave the Library when requested to by a staff member, or who return to the Library when they are banned from the premises, will be reported to the police and may be prosecuted for trespassing.

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 Library Board will review the request in a timely manner and render a decision. The decision of the Library Board is final.

Approved January 21, 2015  
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