

Policy and Procedure Manual	Section B 4
Public Policy Patron Behavior Policy	<p>Issued: September 20, 2004; Amended November 21, 2005; Amended February 18, 2008; Amended February 12, 2014; ratified March 17, 2014; re-approved August 18, 2014; Amended January 21, 2019; Amended February 17, 2020; Amended August 16, 2021</p> <p>Approving Authority: Board of Library Trustees</p>

Patron Behavior Policy

The purpose of a Patron Behavior Policy is to ensure that the library has a pleasant and productive environment for its users for study, research and recreational reading. All patrons shall have a fair and equitable opportunity to the quiet use and enjoyment of the library's services, materials, and facilities without being subjected to unreasonable interference or disturbance by others. The library is responsible for establishing rules of conduct to protect the rights and safety of library patrons, volunteers, and staff, and for preserving and protecting the Library's materials, equipment, facility and grounds.

For the comfort and safety of patrons, volunteers, and staff, and the protection of Library property, the following actions are examples of conduct not allowed on Library property.

- Engaging in activity in violation of Federal, State and local or other applicable law, or Library policy.
- Viewing of material, which may be disturbing or offensive to others within viewing distance.
- The possession or use of weapons is prohibited on Library property and in the course of Library-related activities except for law enforcement and/or security personnel while engaged in official duties. Weapons include any pistol, revolver, shotgun, rifle or other firearm, BB or pellet gun, Taser or stun gun, bomb, grenade, mine or other explosive or incendiary device, ammunition, archery equipment, dagger, stiletto, switchblade knife, or knife having a blade exceeding five inches in length, nunchaku and metal knuckles or other similar weapon that is capable of causing death or bodily injury and is commonly used with the intent to cause death or bodily injury, and any concealed weapon except a weapon or firearm may be transported into a parking area within a person's personal vehicle if the weapon or firearm and its ammunition remain locked in a case out of plain view within the parked vehicle. "Case" is defined as a glove compartment or console that completely encases the weapon or firearm and its ammunition, the trunk of the vehicle or a weapon or firearm carrying box, shipping box or other container. The weapon or firearm may only be removed for the limited purpose of storage or retrieval from within the trunk of the vehicle. A weapon or firearm must first be unloaded before removal from the vehicle.

- For the safety and security of our patrons and staff, the Library prohibits hazardous materials and substances from being brought onto the Library premises except for Library business. This includes a substance or combination of substances which because of its quantity, concentration or physical, chemical or infectious characteristics, may cause or contribute to an increase in mortality or an increase in serious illness or pose a present or potential threat to human health, safety or welfare or to the environment when improperly stored, transported, used or disposed of or otherwise managed. Those substances considered to be hazardous materials shall include, but shall not be limited to:
 - Any explosive or flammable material which might endanger the health of patrons and staff or the general safety of the Library. Some examples of items in this category would include: any kind of ammunition or munitions or related mechanisms, gases and gas containers, flammable liquid fuels, any kind of firework, paint containers and materials.
 - Any chemical or toxic substance, such as: acids and alkalis, corrosive or bleaching substances, disabling or incapacitating sprays, radioactive materials, poisons.
 - Infectious or biologically hazardous materials, e.g., contaminated blood, bacteria and viruses.
- Being under the influence of alcohol and/or drugs, and/or selling, using, or possessing alcohol, cannabis, or illegal drugs
- Verbally or physically threatening or harassing other patrons, volunteers, or staff, including stalking, staring, lurking, offensive touching and engaging in or soliciting any obscene acts, such as sex acts and indecent exposure.
- Failing to provide proper supervision of children.
- Distribution of leaflets, survey-taking, collecting signatures on petitions, solicitation, fundraising, proselytizing and similar activities in the library. If engaging in these activities on library grounds, patrons may not be disturbed by such activities as they enter or exit the building. Activities such as the aforementioned must be conducted at least 15 feet from the library's main entrance.
- Mutilation of library materials by marking, underlining, removing pages, removing electronic detection devices or in any way defacing library property. This includes, but is not limited to, furnishings, walls, machines, elevators, etc.
- Removal of library materials without Library staff authorization.
- Tampering with or intentionally damaging library computer hardware, software, printer, operating systems or other associated equipment.
- Entering unauthorized areas, remaining in the building after closing or when requested to leave (1) during emergency situations, (2) due to disruptive behavior.
- Disruptive behavior such as fighting or challenging to fight, pushing, shoving, throwing things, rowdiness, running, excessive noise, vandalism or such behavior not in accordance with the normal use of the library.
- Creating disruptive noises such as loud talking, screaming or banging on computer keyboards.

- Gambling.
- Littering.
- Bringing in garbage, articles with a foul odor, or articles which, alone or in their aggregate impede the use of the library by other users.
- Using audible devices without headphones or with headphones set at a volume that disturbs others.
- Cell phone and other electronic device usage that impinges the rights of others is considered disruptive behavior. Cell phone and other electronic device use will be prohibited in the Adult, Youth and Teen Information Commons areas, the Computer Lab, the Quiet Study Room and during library programs. Patrons will be asked to silence their phones at the start of each program.
- Smoking, the use of chewing tobacco and electronic smoking devices, including vaping.
- Entering the library with uncovered beverages. Coffee cups with lids, water or soft drink bottles with a screw-on top, soft drink cans and drink containers with a lid and straw are examples of acceptable covered beverages.
- Consumption of food.
- Concealing library materials for the exclusive use of an individual or group.
- Refusal to abide by library regulations regarding the return of materials and payment of fines.
- Lying prone on furniture or the floor
- Shaving, bathing and laundering clothes in the public restrooms
- Entering the library with equipment that presents a hazard. This includes, but is not limited to, bicycles, grocery carts, etc.
- Violation of acceptable online behavior pertaining to the library's social media sites pursuant to the Library's Social Media Policy

In addition:

- The library has designated areas that are primarily for the use of children/teens under the age of 18. Adults, age 18 and older, are prohibited from those areas unless they are the parent or legal guardian accompanying their minor child or legal ward, they are offering tutoring services to a child/teen or selecting materials for a child/teen.
- The library has designated programs that are primarily for children under the age of 18. Adults, age 18 and older, are prohibited from attending these programs unless they are the parent or legal guardian accompanying their minor child or legal ward.
- Patrons who are disturbed by another patron's actions must notify staff immediately. Staff are instructed to have offending patron cease the disturbing behavior.
- The library reserves the right to inspect the contents of all bags, purses, briefcases, and backpacks, etc. for library materials.
- Children nine (9) years and under may not be left unattended.

- Weapons such as explosives, firearms, knives, look-alike weapons, or any other objects that can reasonably be considered as weapons, are not permitted in the library or on library property or at any related events.
- Users are not permitted to leave personal belongings when they leave the building. The library is not responsible for any loss of user's personal belongings, through theft or otherwise. Bulky items that take up excessive space are not permitted in the library or on library grounds.
- Animals, other than specifically trained animals used as aids by persons with disabilities, are not permitted in the library.
- Roller skates, roller blades, skateboards, heellies and heellie-type shoes, cleats and other similar equipment may not be worn in the library or used on library property.
- Patrons whose bodily hygiene is so offensive as to constitute a nuisance to others may be required to leave the building.
- Patrons must have proper clothing and must wear footwear.
- Furniture may not be rearranged.
- The library reserves the right to impose time limits upon continuous use of library equipment.

Persons who violate the above rules are subject to the withholding of library privileges as follows:

First Offense: One (1) warning, then to leave the Library for the remainder of the day.

Second Offense: Library privileges will be suspended for one (1) month.

Subsequent Offense: Library privileges will be suspended for one (1) year.

Notwithstanding the foregoing provisions, any person may, without prior notice or warning, be immediately removed from the Orland Park Public Library or blocked from its online library sites if his or her presence or conduct on the premises or online poses an immediate and imminent danger to any person or property; or violates acceptable online behavior as described in the Library's Social Media Policy.

Persons whose library privileges are withheld for more than one (1) month pursuant to the above rules may appeal to the Board of Library Trustees by communicating in writing within thirty (30) days after the library's mailing of notice of withholding of privileges. The Board shall receive and review the appeal at the next regularly scheduled meeting and respond in writing within ten (10) days following the meeting.

The word "teen" may be used interchangeably with the phrase "young adult" in some locations.

The Board of Library Trustees reserves the right to amend this policy at any time.

Adopted by the Orland Park Public Library Board of Library Trustees on September 20, 2004; amended November 21, 2005; amended February 18, 2008; amended February 12, 2014; ratified March 17, 2014; re-approved August 18, 2014; amended January 21, 2019; amended February 17, 2020; amended August 16, 2021.