

Patron Code of Conduct

The purpose of the Towanda District Library Patron Code of Conduct is to maintain a safe and pleasant environment for all library patrons. It also ensures access to library facilities, the safety of patrons and staff, and the protection of the library collection, equipment, and facility. The enforcement of these rules shall be by the Director and library staff.

Patrons have the responsibility to use the library in a manner that a) does not interfere with the rights of other individuals to use library materials, resources, and services; b) does not limit the ability of library staff to conduct library business; and c) does not threaten the safe environment of the library.

The Code of Conduct shall apply to the building, interior and exterior, and all grounds controlled and operated by the Towanda District Library Board of Trustees and to all persons entering in and on the premises.

Prohibited conduct includes but is not limited to:

- Any act or conduct in violation of federal, state or local law, ordinance or regulations. This may be subject to legal action.
- Any act or conduct which constitutes a nuisance or disrupts service to other library patrons, volunteers, and staff.
- Behaving in a loud, boisterous, or disruptive manner.
- Fighting or threatening to fight.
- Running, pushing, shoving, or throwing things.
- Using sports equipment unless part of a planned program.
- Loud or disruptive conversations, either in-person, on a cell phone or other electronic device.
- Verbally or physically threatening or harassing other patrons, volunteers, or staff, including stalking, staring at, following, taking unwanted photographs or videos, making suggestive or unwanted remarks, and/or offensive touching.
- Consumption of alcohol or controlled substances.
- Smoking, the consumption or use of any and all tobacco-derived or tobacco containing products, cannabis-derived or cannabis containing products, and vaping.
- Being shirtless, shoeless, or otherwise attired as to constitute a nuisance to other library patrons and staff.
- Emitting offensive odors or scents from self, personal belongings, or food items that constitute a nuisance to other patrons or staff.

- Defacing, marring, or damaging library materials, furnishings, equipment, or facilities. Or, using furniture or equipment in a manner that could cause harm to self, patrons, volunteers, or staff, or personal or public property.
- Soliciting, petitioning, canvassing, posting notices, fundraising, or selling on library property unless authorized by the Library Director.
- Impeding access to the building, an area of the building or shelf aisles for extended periods of time.
- Bringing animals into the Library building except those in Library programming, service animals (as defined by ADA law), or animals used by law enforcement agencies.
- Leaving unattended personal items in the building. The Library assumes no responsibility for lost, stolen, or unattended personal items. Unattended or suspicious items may be removed from the premises without notice. All bags, containers, and other articles are subject to inspection.

Illinois law (75 ILCS 5/4-7(11)) authorizes the Library Board of Trustees to 'exclude from the use of the library and any person who willfully violates an ordinance or regulation prescribed by the board. Failure to abide by the Towanda District Library (herein referred to as "Library") Patron Code of Conduct may result in loss of library privileges for determinate or indeterminate periods of time at the discretion of the Library Director.

Therefore, failure to follow the Towanda District Library's Patron Code of Conduct will result in the following:

1. The Library Director has the authority to develop and amend as necessary reasonable rules and regulations governing appropriate patron behavior.
2. Any patron who engages in any activity that significantly disrupts the use of library facilities, collections, or services of patrons, or significantly disrupts the ability of the staff to perform their duties shall be given a verbal warning that his/her behavior is unacceptable and informed of the consequences should the behavior continue.
3. If, following this direction, the patron fails or refuses to comply, or responds to the request in an abusive manner, he/she will be required to immediately leave the Library property for the remainder of the day. If he/she fails to leave, the police will be summoned.
4. Library personnel will maintain a record of instances in which patrons are required to leave the Library.
5. The Library staff has the right to request to see identification of any person on the premises who is violating Library policies or rules governing patron behavior.

6. Parents or guardians of minors will be notified in writing, whenever possible, after the first recorded instance in which a minor is required to leave Library property, and advised of the consequences of any further recorded instances.
7. Upon the second recorded instance within a four-week period in which a patron is required to leave the Library, the Director shall ban the patron from Library property for a period of thirty (30) days.
8. In the event a patron banned from Library property attempts entry to Library property during any such banned period, the police will be immediately summoned to respond to this trespassing violation.
9. In the event a patron persists in abusive conduct or disruptive behavior following a period of banning, the Library Director shall report to the Board of Library Trustees to request consideration of a long-term period of exclusion of that patron.
10. The Library is not required to go through the entire intervention process detailed in this policy. Intervention may begin at any step, including immediate involvement of the police and/or banning from Library property, depending on the severity of the incident or behavior.
11. Any redress for grievance regarding any actions taken by the Library staff to enforce Library public behavior standards must be submitted in writing to the Library Director. The Library Director shall respond in writing to this grievance. If the patron does not accept the Library Director's response to the written grievance, the patron may submit a written redress for grievance to the Board of Library Trustees. The Board shall review this grievance and provide a written response. The Board's decision shall be final.