

Patron Code of Conduct

Introduction

The Patron Code of Conduct is to ensure that the library has a safe and welcoming environment that encourages study, research, recreational reading, and the use of library services and materials. All patrons shall have a fair and equitable opportunity to use and enjoy the library in a safe, clean, and pleasant environment.

The Library is responsible for establishing rules of conduct to protect the rights and safety of library patrons, volunteers, and staff, and to protect the Library's materials, equipment, facility, and grounds.

The following list is not exhaustive, and staff members are authorized to moderate behavior as situations arise.

Applicable Regulations or Prohibited Activities:

1. Any act or conduct in violation of federal, state, or local laws, ordinances, or regulations of the Library while on Library property.
2. Persons on the Library premises accept responsibility for conducting themselves in a manner respectful of themselves and others. Behavior that may disturb others or interfere with their rights to use the Library is prohibited. Examples include but are not limited to: hitting, pushing, shoving, fighting, harassment, suggestive language, indecent exposure, loudness in quiet areas, and smoking directly outside the Library.
3. Profanity, abusive language, offensive touching, or behavior of any nature that may be considered harassment, intimidation, or threatening.
4. Excessive noise that may disturb other patrons including loud audio equipment, loud cell phone usage or calls in areas where it may disturb others. Patrons are encouraged to utilize the study rooms or foyer for louder conversations.
5. The use or possession of weapons or any other objects that can reasonably be considered a weapon.
6. Acts that may be considered a violation of copyright including illegal copying of content, using Library resources including wi-fi and computers for illegal downloading or sharing of content. Other acts which may be a violation of regulation #1.
7. Tampering with or intentionally damaging Library computer hardware, software, printer/copier, operating systems, or other associated equipment. Damaging, mutilating, or removing from the premises without authorization, any part of the Library collection, building, furnishings, equipment, or supplies.
8. The possession or usage of controlled substances, entering the Library in an actual state of intoxication or under the influence of a controlled substance.
9. The Library does not serve in lieu of the parents or guardians, and parents or guardians are responsible for the minor's behavior whether or not the parents are present.
10. Children must be 8 years and above to use the Library independently and mature enough to be unsupervised. Younger children should remain in the line of sight of their caregiver to be adequately supervised. A caregiver must be at least 14 years of age to supervise other children.
11. Library staff members are not responsible for the supervision of children except when they are participating in a designated Library event. A caregiver must remain in the Library if a child is below the age of 8 and participating in a Library program.
12. The Youth Services Department is designed for youth and families and for people looking to browse materials housed in this department. Other patrons may be asked to relocate to a different part of the Library.
13. Patrons may not block or impede access to Library entrances, grounds, aisles, or other resources.

14. Expressive activity or protesting is not allowed inside the Library. Such activity is permitted on Library grounds provided any gathering is 30 feet from the front door and does not impede patron access to the facility. Permission should be obtained from the Library Director prior to any public demonstration to adequately prepare staff and ensure safety.
15. Personal photography is allowed on the Library grounds, provided that photographs are not taken of other patrons for the purpose of protecting patron privacy. Photography or digital recordings of a broader nature require the permission of the Library Director and are not allowed for commercial purposes.
16. Selling, soliciting or requesting donations is not allowed on Library property except at approved events or as allowed by law. Posting or distributing notices or literature without prior permission from the Library Director.
17. Food may not be consumed in the Library with the exception of designated areas, Library events or meetings where permission has been obtained. Beverages must be in closed containers to prevent damage to Library furnishings and resources.
18. Proper attire and hygiene which conforms to the standards of the community for public places is required, including shirts and shoes; a general standard of hygiene is expected so as to not impede other patron's usage of the Library.
19. Leaving personal belongings in spaces where they interfere with others' use of the library collections, furnishings or equipment. The Library is not responsible for personal property.
20. Patrons are not allowed to use the Library for typical household activities such as sleeping, bathing, shaving or storage of personal items.
21. Animals may not be left unattended on Library property. Animals are allowed in the Library to aid persons with disabilities or as part of a Library sponsored event.
22. Using bicycles, skateboards, hover boards, roller blades, roller skates, or the rolling function of roller shoes in the Library building or on sidewalks.
23. Patrons must leave the Library building at closing time or as directed by the Library staff.

Patrons are required to follow the reasonable requests of the Library staff members in matters of safety, building operations, use of resources and conduct. Illinois library law authorizes the Board of Trustees and designees to "exclude from the use of the Library any person who willfully violates an ordinance or regulation prescribed by the Board."

Failure to follow the Code of Conduct may result in documentation of the incident, warning(s) concerning the behavior, expulsion from the Library for the day, or a subsequent banning for a designated length of time dependent on the severity of the offense.

The Village of North Aurora or other authorities may be called to assist the staff when it is deemed necessary. The Library Director or designee may issue a response to the violation of the Code of Conduct. A banning notice may be appealed 1) by writing to the Library Director, or 2) subsequently the Board of Trustees should the patron wish to appeal the Library Director's decision.

Approved 2/9/23