



PATRON CODE OF CONDUCT

The Galena Public Library District welcomes all residents and visitors and is dedicated to free and equal access to information, knowledge, and independent learning for our community.

Library Responsibility

With public service as the highest priority, the Board of Trustees has established the rules and regulations governing use of the library, such that all persons may enjoy its benefits. All library patrons can expect to:

- Receive courteous service,
- Be treated fairly and equitably by all library staff,
- Contact staff for reference, readers advisory, and information services,
- Have questions, comments, and concerns addressed in a timely manner,
- Suggest new materials, programs, and services,
- Have staff make the library operate in the best interest of the taxpayers, and
- Have a safe, clean, and comfortable building.

Patron Responsibility

Individuals visiting or using the library's facilities or services must comply with the following Patron Code of Conduct. The Galena Public Library will uphold all federal, state, and local laws, regulations and ordinances in regard to public behavior.

Patrons shall be engaged in activities associated with the use of a public library while in the building. Patrons may not interfere with the use of the library by other patrons or interfere with staff performance of their duties. Interference includes, but is not limited to:

- Use of loud, abusive, threatening, or insulting language; or behavior including language or behavior that offends, threatens, or insults groups of individuals based on legally protected characteristics that may result in injury or harm to any library patron or staff member, including challenging another person to fight or engage in any physical altercation.
- Damaging, defacing, or misusing library materials, equipment, furnishings, or facilities.
- Patrons may not sexually harass other patrons or staff. Harassment includes:
 - Making inappropriate comments or sexual advances;
 - Using obscene or lewd language or gestures;
 - Staring at, or following, a patron, volunteer, or staff in a manner that reasonably can be expected to disturb them; and
 - Deliberately sharing unwanted sexual internet content to library patrons.
- Conducting surveys, distributing leaflets, and soliciting are not allowed inside the library. This includes selling, begging, or circulating petitions among patrons, volunteers, or staff members.
- Patrons may have covered beverages and consume snack foods throughout the library, unless otherwise indicated.

- The use of incendiary devices, such as candles, matches, or lighters are prohibited on library grounds. Smoking, including vaping and e-cigarettes, is not permitted within 15 feet of any entrance, exit, windows that open, or ventilation intake.
- Possession or usage of alcohol or controlled substances.
- Utilizing the library parking lot during open hours when not using the library facilities.
- Use of sports or recreational equipment is not allowed in the library or on library property.
- Patrons are expected to wear appropriate clothing and footwear.
- Patrons whose overpowering perfume or cologne or inadequate bodily hygiene interferes with other patrons' use of the library shall be asked to leave the building and return when the problem has been corrected.
- Any other behavior which could reasonably be expected to disturb other patrons or interfere with the library staff performance of their duties is prohibited.

The rules above are not intended to be an exhaustive list of violations, but are intended for guidance only. Library staff and/or local law enforcement officers are authorized to remove persons who, advised of the regulations above, fail to comply with them. Library staff also reserve the right to take appropriate action(s) against any other behavior which can reasonably be deemed to be offensive to library patrons or staff.

Policy Enforcement

Enforcement of these rules will be conducted in a fair and reasonable manner. Library staff may temporarily suspend patron privileges for up to 24 hours, including restricting access to the library property, services, or programs for patrons who violate the Patron Code of Conduct. Unlawful activities will be reported immediately to the police.

Violation of the Patron Code of Conduct, depending on the behavior or incident, may lead to an elongated time of suspension.

Patron Suspension

The Board of Trustees affirms its responsibility to provide access to materials and facilities. The Board of Trustees reserves the right, in consultation with the Library Director, to deny such access to a patron whose behavior is deemed to be dangerous, destructive, disruptive, or who otherwise willfully violates the library's Patron Code of Conduct or other library policies and procedures.

Library staff may suspend patron privileges for up to 24 hours, including access to the library property. The Library Director may impose up to a 30-day ban for repeat offenders who have already been banned for one day several times or for a more serious violation.

The Library Director may impose up to a six-month ban for more pronounced disruptive behavior and for more serious violations. This includes significant verbal harassment of other patrons or staff. This also includes patrons who have had prior one day or 30-day bans and who continue to violate the Patron Code of Conduct.

The Board of Trustees approves bans over six months. A ban for one year or longer is for very serious problems, such as verbally or physically threatening behavior, physical assaults of patrons and/or staff, or criminal activity in the library. The police can be called for this type of incident. This can also include

patrons who have repeatedly violated the Patron Code of Conduct and have a prior history of suspensions from the library.

Caregivers or legal guardians of minors will be notified, if identification can be obtained, of any incident in which a minor patron is required to leave the library premises for violating the Patron Code of Conduct.

Children Visiting the Library

The Galena Public Library District, while concerned for the safety of children on library grounds, does not act in loco parentis (in place of parents). A parent, caregiver, legal guardian, teacher, or custodian is responsible for monitoring the activities and managing the behavior of children during their library visits. Library staff will not serve as temporary caregivers or disciplinarians.

Children 7 years of age and younger must be accompanied and directly supervised at all times by a parent or caregiver 12 years of age or older. These rules may apply to children over the age of 7 at staff's discretion.

Children 8 years and older may use the library unattended by an adult, however, responsibility for minors using the library rests with the parent/caregiver. Children are subject to library rules and policies concerning behavior, conduct, and demeanor.

Unattended Children & Vulnerable Adults

During library hours, when the safety of an unattended child or vulnerable adult is in doubt, library staff will attempt to contact the caregiver before calling 911. In the case of an immediate safety concern, staff will contact 911 immediately and then attempt to contact the caregiver. Library staff will stay with the person until assistance arrives.

In the event a child under the age 15 or vulnerable adult is still at the library after the library closes to the public, library staff will wait 15 minutes, attempt to contact the caregiver, and then 911 will be called to take charge of the situation. In no instance will staff transport anyone to their residence. If, at any time, staff are concerned for the safety of the child or vulnerable adult, they may contact 911 immediately.

Approved: 6/10/2003

Revised: 3/17/2015

Revised: 9/12/2022