



The mission of the Galena Public Library is to inspire lifelong learning, advance knowledge, provide cultural and recreational opportunities, and strengthen our community.

Patron Code of Conduct

In order to provide resources and services to all people who visit the Galena Public Library in a manner that ensures both their safety and an atmosphere of courtesy, respect, and service excellence, the following Code of Conduct Policy has been established by the Board of Trustees. The rules and guidelines are for the protection of all who use the library. Library staff will enforce these guidelines in a consistent and impartial manner, without discrimination.

- All conduct that disrupts the use of library facilities, collections or services is prohibited.
- Any act or conduct in violation of federal, state, or local law, ordinance or regulations or library rules or policies is prohibited on library grounds.

Examples of disruptive, unacceptable, harassing, or illegal behaviors toward other patrons, library staff, or library property include but are not limited to:

- Disruptive behavior such as loud, abusive, obscene or threatening conversations, running, and offensive bodily hygiene.
- Physically threatening and intimidating behavior such as pushing, shoving, or fighting which may result in disturbing other patrons, injuring oneself or others, or damaging library property.
- Consuming food or drinking beverages from containers without lids.
- Smoking in the library and within 15 feet of the library entrances.
- Possessing or using alcohol or controlled substances.
- Using offensive, profane, threatening, harassing or abusive language or gestures.
- Damaging, defacing or misusing library materials, equipment, furnishings, or facilities.
- Conducting surveys, distributing leaflets, or soliciting.
- Keeping patrons from entering or leaving the library.
- Posting notices without prior library staff approval.
- Using the entrances, lobbies, walkways, restrooms, parking lot, sidewalks, lawns, or steps for purposes unrelated to visiting the library and using its services.
- Parking a vehicle in the library parking lot during open hours when not using the library.
- Use of sports or recreational equipment on library grounds or leaving such equipment in the library entry areas or hallways.
- Patrons are expected to wear appropriate clothing.
- Use of cell phones must be limited to the front hall or outside. All cell phones must be set to silent mode while visiting the library.

The Galena Public Library is not responsible for damage to or loss of unattended personal belongings.

Policies Regarding Conduct

The goal of the Galena Public Library is to provide a pleasant, civil and safe environment for all patrons. To accomplish this goal, the Library Board of Trustees has adopted policies regarding patron conduct.

All conduct that disrupts the use of library facilities, collections or services or is defined as unacceptable in this library's environment is prohibited. Patrons are encouraged to report such behavior immediately to staff who will take steps to address it as outlined in this policy.

Enforcement Principles

It is the intent of this policy and its related procedures to minimize the effects of a variety of dangerous, illegal, disruptive or unacceptable behaviors by providing examples of such behaviors and providing guidelines for handling situations in a manner that is fair and equitable to all persons.

Enforcement of this policy can be successful only to the extent that several general principles are observed:

- 1. ENFORCEMENT REQUIRES JUDGEMENT.** No two situations are identical so a step-by-step handbook cannot be offered. This policy provides broad direction that is intended to ensure fairness and to provide library staff the ability to act with confidence. Each library staff member must use his/her judgment.
- 2. EACH STAFF MEMBER MUST ACT PROMPTLY.** Disruptive and unacceptable behavior requires immediate attention, preferably from a staff member directly involved or closest to the problem. In most cases, it is more effective to act than to wait to attend to the problem.
- 3. COURTESY, TACT, AND FIRMNESS ARE ESSENTIAL.** Most people will respond well when told of the library's rules and asked to observe them.

Enforcement Policies

Problem behaviors can be separated into two categories: behaviors that are dangerous or illegal and behaviors that are disruptive or unacceptable. Policies are outlined for handling each type.

Dangerous or Illegal Behavior

1. Any patron who engages in dangerous or illegal behavior on the library premises shall be asked to leave the library premises and shall do so immediately. Identification will be requested. If the patron refuses to leave the premises or if criminal conduct is involved, staff will summon the Police. Parents or legal guardians of minors will be notified in writing, *if identification can be obtained*, of any instance in which a minor is required to leave the library premises for engaging in dangerous or illegal behavior.
2. Any patron required to leave the library premises for engaging in dangerous or illegal behavior may be denied the privilege of access to the library premises for a period of up to thirty days by the library director.
3. The library director will record instances in which patrons are required to leave the library premises for engaging in dangerous or illegal behavior. Patrons who repeatedly engage in dangerous or illegal behavior at the library may be subject to legal action and may be barred from future use of the facility.
4. Patrons wishing to appeal the denial of access to library premises may do so in writing to the Galena Public Library Board of Trustees.

Disruptive or Unacceptable Behavior

A. Activities

1. Any patron who engages in disruptive or unacceptable behavior shall cease such activity immediately upon request by library staff. Identification will be requested.

Disruptive behavior, although not categorized as dangerous or illegal, disrupts the use of library facilities, collections or services or the ability of staff to perform its duties. Unacceptable behaviors detract from the pleasant, civil and safe environment that library staff seeks to maintain.

2. If following a request to cease disruptive or unacceptable behavior, the patron fails or refuses to comply, or responds to the request in an abusive manner, this patron will be required to leave the library premises immediately for the remainder of that calendar day. If this patron fails to leave, the police will be summoned by library staff.

3. Parents or legal guardians of minors will be notified, if identification can be obtained, of any instance in which a minor patron is required to leave the library premises for engaging in disruptive or unacceptable behavior.

4. Library personnel will record instances in which patrons are required to leave the library. Upon a third recorded instance in which a patron is required to leave the library premises within a thirty day period, the Library Director shall bar the patron from use of the Library premises for a period of thirty days.

5. Patrons wishing to appeal such action may do so in writing to the Galena Public Library Board of Trustees.

Unattended Children

Parents, legal guardians, and caregivers (must be 16 years or older) are responsible for the behavior and safety of their children while in the Library. Library staff is committed to helping children with activities related to the library. However, library staff cannot, nor is it their responsibility to, serve as baby-sitters, teachers, or disciplinarians.

Violation of this policy is grounds for suspension of library privileges. Whenever advisable, the library will notify the parent of incidents involving an unattended child.

Children age **7** or younger must be accompanied and directly supervised at all times by a parent, legal guardian, or other responsible caregiver. When the safety of an unattended child is in doubt, or the parent, legal guardian, or responsible caregiver cannot be located, or if the library is closing, library staff is authorized to call the police and must stay with the child until the police arrive.

Children **8** years and older may use the Library unattended by an adult. They are subject to all library rules and policies concerning behavior, conduct and demeanor.

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