



## **BEHAVIOR POLICY**

### **POLICY STATEMENT:**

Library workers are expected to be respectful towards all visitors, and should be extended the same courtesy by our patrons. The Rock Island Public Library is designed for the use of all members of the public. Patrons are expected to observe the rights of other library users and to use the library for its intended purpose.

### **PROCEDURES:**

The Library Board of Trustees of the Rock Island Public Library authorizes any/all personnel to enact the following methods of dealing with behavioral problems in the library:

- **Warning** - Unless the behavior is of a criminal nature or poses a threat to others, patrons acting inappropriately will be given one warning. If their inappropriate behavior continues, they will be asked to leave the library for the rest of the day. Inappropriate behavior is anything listed in the regulations section of the Behavior Policy. More generally stated, warning procedures are followed when a person's behavior is inappropriate to the use of the library building, equipment, and materials for the purposes for which it is legally constituted.
- **Banned** - Patrons who refuse to behave after the warning process will be banned from the library. Depending upon the situation, the library has the option to ban the patron long-term, or on a temporary basis to a specific date. A long-term banned patron may petition the Library Director to be reinstated 6 months following the ban. The length of the ban should reflect the severity and repetitiveness of the infraction.
- **Trespass** – Trespassing a patron is a permanent ban, and requires police intervention. If a patron has been warned twice, or was previously temporarily banned and allowed to return, yet continues with the behavioral issue, then the staff person will call the police and have the patron permanently banned from all Rock Island Library locations. However, if the behavior is criminal in nature or poses a serious threat to others, staff has the autonomy to trespass the patron without going through warning and temporary-banning process.
- **Calling the Police** – In cases where a patron poses a clear danger to self or others, or where he/she deliberately violates the law, or where he/she refuses to leave the library after being required to do so, staff should call the police department for assistance.
- **Write an Incident Report** – Each staff person witnessing any incident will write an incident report.

## **REGULATIONS:**

### **The following are prohibited in the library:**

1. Abusive, foul or obscene language.
2. Violation of any local, state, or federal law as it pertains to the library:
  - a. Smoking in the library or within 15 feet of library entrances, exits, and ventilation areas. (Visit Smoke Free Illinois online at the Illinois Department of Public Health website).
  - b. Vandalism or deliberate destruction of library materials, equipment, facility, furniture, grounds, etc.
  - c. Theft of library materials or the personal property of other persons.
  - d. Accessing internet sites that are prohibited by law.
  - e. Consumption or possession of alcoholic beverages, or use or possession of controlled substances on library grounds, or being under the influence of alcohol or controlled substances.
3. Deliberate disruption of library procedure.
4. Sleeping.
5. Any behavior that endangers the safety or health of any person.
6. Any person other than a law enforcement officer from entering or remaining in the library while carrying a dangerous weapon.
7. Behavior or conversation that is disorderly, loud, or boisterous.
8. Behavior that is willfully annoying, harassing, or threatening to another person.
9. Deliberate use of library facilities for inappropriate purposes, such as bathing or sexual activity.
10. Use of the library site or parking areas for inappropriate purposes, such as rollerblading, skateboarding, loitering, etc. Bicycles are to be placed in the bike rack in front of the building. No bicycles, scooters, wagons, etc., are to be brought into the building or to be left blocking or creating an obstacle to getting into or out of the building. Any such items will be removed to the bike rack.
11. Inappropriate dress, such as bare feet, no shirt, roller blades, etc.
12. Solicitation of funds or panhandling.
13. Campaigning, petitioning, interviewing, or surveying patrons or staff in a manner that is disruptive to library activities.
14. Poor hygiene that interferes with the orderly operation of the library or with the ability of other patrons to use and enjoy the facility.
15. Pets or animals, unless they are part of a sponsored exhibit or program; or are a service animal covered under the Americans with Disabilities Act.
16. Access to the rest room adjacent to the Children's Library, unless a child or parent of a child visiting the library.
17. Unauthorized patrons in staff areas, and/or patrons in staff areas without staff supervision.
18. Other kinds of behavior deemed inappropriate by the Library Director or his/her designated staff.

## **GUIDELINES:**

### **Emergency Situations**

An emergency situation can be defined as any situation in which a patron's actions present an imminent danger to the life or safety of him/herself or others. Such incidents include assault and other crimes of violence, or the threat or attempt to commit such crimes. A staff member who observes or receives a report of such behavior will call the police or 911 immediately.

### **Theft or Vandalism**

When a staff member observes or receives a report of a patron attempting to steal or to maliciously destroy library property, the staff member will radio for backup and approach the patron to address the incident. If the patron is in the building, security personnel, a supervisor, or the librarian-in-charge will discuss the problem with the patron in a reasonable manner in the presence of the witnessing staff member. If it is determined that the patron has indeed stolen or vandalized library property, then the incident should be reported to the police. The library will prosecute anyone who steals or maliciously destroys library property.

### **Phone Use**

Patrons who are required to leave and who do not have transportation home will be allowed to make a local phone call to secure transportation.

### **Service Animals**

Staff may legally ask the following questions regarding service animals: (1) Is the dog a service animal required because of a disability? and (2) What work or task has the dog been trained to perform?

Staff are not allowed to request any documentation for the dog, require that the dog demonstrate its task, or inquire about the nature of the person's disability.

### **Unauthorized Patrons in Staff Areas**

Patrons are not allowed in staff areas, due to confidentiality reasons. The exceptions to this guideline include: former employees meeting with current staff, family members visiting for a brief amount of time, officials who are being toured by library staff, board members who are here for library business, and others who are here for official library business. Staff who need to converse with patrons in a private setting are asked to step away from the public service desk.

### **Food and Drink**

Light snacks and covered drinks are allowed at library facilities. Exceptions will be made if there are allergy or cleanliness concerns. These items are never allowed in the Local History Room.

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