



BEHAVIOR POLICY

POLICY STATEMENT:

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

In order to maintain a safe and welcoming environment for reading, learning, and other Library activities, the Rock Island Public Library requires all visitors, including children and teens, comply with our policy, procedures, regulations and guidelines.

Please note that Library staff and security may:

- Inspect any property of a patron who enters or leaves the library.
- Ask patrons to show their library card or other identification.

Failure to comply with this policy may result in warning, restriction, or termination of library privileges. In severe cases, it may require immediate removal from the library. Individuals who refuse to leave after a request by Library staff may be barred from visiting the Library in the future.

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. The length of the ban should reflect the severity and repetitiveness of the infraction. Staff may use their discretion on how long to ban a patron. Preferably, bans are only imposed for 24-48 hours. However, bans can be prolonged to 1 week, 3-month, or 6-month increments, depending upon the situation. Anything longer would be considered a "long-term ban," with no end date supplied.

- **Trespass** – Trespassing a patron is a 1-year ban, and requires police intervention. Trespassing a patron makes it a criminal charge if they set foot on any of the library’s properties for the length of the trespass. If a patron 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 trespassed 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 they deliberately violate the law, or where they refuse 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. *For additional information, see the Incident Report Policy.*

REGULATIONS:

Engaging in conduct that disrupts or interferes with the normal operation of the Library, or that disturbs Library visitors or staff, is not permitted.

Prohibited Conduct:

1. Disregarding instructions given by Library staff.
2. Using obscene or abusive language or gestures.
3. Harassment or threatening behavior.
4. Violation of any local, state, or federal law as it pertains to the library:
 - a. Smoking, chewing, vaping or using other tobacco products 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.
5. Engaging in sexual conduct or lewd behavior.
6. Sleeping anywhere on library property, inside and outside.
7. Making unreasonable use of the public restrooms, including laundering clothes and bathing.
8. Bringing library property into restrooms.
9. Any person other than a law enforcement officer from entering or remaining in the library while carrying a dangerous weapon.
10. Trespassing on Library property.
11. Behavior that is willfully bothersome, harassing, or threatening to another person.

12. Making unreasonable noise. This includes loud talking, using devices (with or without headphones) at a volume that disturbs others. Additionally, mobile phone use may be directed to lobby areas if the noise level is bothersome to patrons and/or staff.
13. Unhygienic behaviors and activities that disturb other patrons.
14. Visitors must wear clothing, including shirts and shoes, in the Library. Examples of inappropriate dress include bare feet, swimming suits, roller blades, etc.
15. Poor hygiene or odor that interferes with the orderly operation of the library or with the ability of other patrons to use and enjoy the facility. Odor must not offend others.
16. Monopolizing Library space, equipment, and/or outlets to the exclusion of others.
17. Use of the library site or parking areas for inappropriate purposes, such as rollerblading, skateboarding, loud music, 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.
18. Solicitation of funds or panhandling.
19. Campaigning, petitioning, interviewing, or surveying patrons or staff in a manner that is disruptive to library activities or done without permission and/or consent of the library or patron.
20. Obstructing aisles, stairways, or workspaces/reading areas with personal belongings, including when charging personal devices. This includes actions that block access or exits to the Library premises or create safety hazards.
21. 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.
22. Accessing the family rest room nearest to the Children's Library, unless a child or caregiver of a child visiting the library.
23. Linger in children's spaces and using children's resources without a child and/or without a purpose.
24. Unauthorized patrons in staff areas, and/or patrons in staff areas without staff supervision.
25. Any behavior that endangers the safety or health of any person.
26. Other kinds of behavior deemed inappropriate by the Library Director or his/her designated staff.

Prohibited Items:

1. Carts, large bags, bags on wheels, hiking backpacks, collections of bags that are in excess of 24"x16"x10," excluding strollers.
2. Strollers, when not intended for use with babies and infants.
3. Any personal items that appear to be infested or have a foul odor that disturbs other persons.
4. Bicycles or motorized vehicles. Individuals with mobility impairments are permitted to use wheelchairs, walkers, and other appropriate mobility aids on Library premises.
5. Non-motorized skates, skateboards, and collapsible scooters.
6. Weapons of any kind.
7. Commercial and professional photography/videography equipment of any kind (see Photography & Video Policy)

Please note: Some library locations may have additional restrictions.

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.

Registered Sex Offenders

Overview

Like many other states, the State of Illinois enacted the "Sex Offender Registration Act" (730 ILCS 150/1, et seq.) which requires all persons adjudicated sexually dangerous who are later released, or found to be no longer sexually dangerous and discharged, to register with proper local law enforcement authorities so that their whereabouts are known by these authorities. The "Sex Offender Registration Act" also prohibits child sex offenders from residing within 500 feet of a school, park, playground, or other facility providing services exclusively to persons under the age of 18. As public libraries do not provide services exclusively to persons under the age of 18, registered sex offenders in Illinois can be, or reside, within 500 feet of a public library.

Areas of Access Within Rock Island Public Library

Whenever a registered sex offender wishes to enter the library facility, they need to be aware of the following limitations with regard to where they can go, and what they can take part in while on library property.

Registered sex offenders may not:

- Loiter or linger outdoors on library property
- Loiter or linger in entryways or any other common areas of the library
- Be present in any areas of the library facility that are primarily for the use of minors, including but not limited to the Youth Services Department as a whole, any community room or space being used for children's programming, restrooms constructed near the Youth Services Department and primarily intended for use by children, or young adults
- Attend library programming whose audience can be reasonably expected to contain minors

Registered sex offenders may:

- Visit library collection areas intended for adults
- Use a public computer - however, registered sex offenders will not be allowed to utilize public access computers located in the Youth Services Department
- Request and receive quality adult reference service, place holds on library materials, check out materials with a library card in good standing, and otherwise receive access to library information
- Attend library programming intended exclusively for adults
- If a registered sex offender who is the parent or legal guardian of a minor child (with proper documentation of this), they may accompany that child into areas of a library facility that are

primarily for the use of minors, into programs intended for minors, etc., so long as abuse is not suspected and the minor remains with the registered sex offender the entire time.

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.

Mobile phone use is allowed in the library as long as the volume of the call does not interfere with regular library operations, and that the content is within the library's Behavior Policy Regulations.

Service Animals

Staff may legally ask the following questions regarding service animals: (1) Is the dog or miniature horse 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 or miniature horse, require that the dog or miniature horse demonstrate its task, or inquire about the nature of the person's disability.

ADA service animals-in-training are allowed.

Non-ADA Emotional Support Animals (ESA) are not allowed.

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.

REVISED 03/2013

BOARD APPROVED: 4/16/2013, 4/19/2016, 4/17/2018

REVISED: 7/20/2020 & APPROVED: 8/18/2020

REVISED & APPROVED: 4/19/2022
REVISED & APPROVED: 8/19/2022
REVISED & APPROVED: 9/19/2023
REVISED & APPROVED: 3/19/2024
REVISED & APPROVED: 12/17/2024
REVISED & APPROVED: 4/15/2025