



# ZION-BENTON PUBLIC LIBRARY

## **Policy on the Enforcement of Code of Conduct**

### **Policy Purpose**

The Zion-Benton Library Board of Trustees and library staff recognize the need to provide a welcoming environment in which patrons and staff can be free from harassment, intimidation, or other threats to safety and well-being, and in which library facilities and resources are protected from damage or loss.

The Library Board of Trustees has adopted a Code of Conduct Policy. This Policy on Enforcement of Code of Conduct is intended to provide procedures to promote the fair and equitable application of the library's rules for patron conduct.

This Policy also describes the range of potential consequences for misconduct which, when serious or repeated, may include removal from the library and/or suspension of library use privileges as allowed under Local Library Act Section 4-7, paragraph 11 which states that any person who willfully violates rules prescribed by a library board may be excluded from use of the library. 75 ILCS 5/4-7. Illegal activity may result in exclusion from all library facilities and resources, and arrest for violation of applicable federal, state or local laws.

### **Staff Response**

Authorized library staff members shall follow the procedures set out below to enforce the library's use rules in a fair and reasonable manner. Authorized staff members include administrators, security personnel, managers, supervisors, or staff members designated by a supervisor to intervene with patrons to secure compliance with library rules.

### **Initial Warning or Exclusion for the Remainder of Day**

A patron who does not comply with one or more of the library's conduct rules will ordinarily receive an initial verbal warning from library staff, unless the patron's misconduct involves actual or potential harm to another patron, or misuse of or actual or potential damage to library property. Staff will inform the patron involved of the relevant conduct policy and rule(s), and warn the patron that continued violation will result in a loss of library use privileges. If the misconduct continues, or if library staff consider the misconduct sufficiently disruptive, the patron may be asked to leave the library for the remainder of that day.

Written notice is not required for initial warnings or exclusions for the remainder of a day. If the patron believes that the treatment is unfair, a supervisor or ranking staff member may be called upon to consider the patron's objection. The supervisor's or ranking staff member's decision will be final.

When a patron under 18 years of age is to be excluded, staff will attempt to notify his or her parent or guardian of the exclusion as soon as possible.



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## **Suspension for One Day or Longer**

Some misconduct may result in a patron being suspended for longer periods from one full day up to a full year, depending upon the severity or repeated character of the misconduct.

Suspension of library use privileges denies the patron access to the library building and grounds, phone calls to library staff other than the security manager, and all library programs.

Violation of the terms of suspension, including trespassing on library property or harassment of staff by phone or in online environments, will be reported to the appropriate police department and may be subject to criminal prosecution or other legal action.

A Notice of Suspension of Library Use Privileges will be provided in person to the patron at the time the suspension is imposed, if possible, or sent to the patron by mail at their last known address. The Notice shall state the rule violation(s) upon which suspension is based, and inform the patron of the procedure for requesting review of the suspension by the Library Board. When use privileges of a patron under age 18 are suspended, the patron's parent or guardian will also be notified and will be provided a copy of the Notice of Suspension by mail.

The security manager will alert the director, assistant director, security personnel, and other appropriate staff of each Notice of Suspension so that they are informed of the patron's exclusion as soon as possible.

The following are guidelines for suspension periods, which may vary based on the severity of a patron's misconduct and on any past non-compliance by the patron with library use rules.



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<b>Length of Suspension</b>	<b>Misconduct Involved</b>
<b>One Day</b>	<ul style="list-style-type: none"><li>• Ignoring repeated warnings about disruptive behavior</li><li>• Refusing to follow the directions of library staff</li></ul>
<b>One Week</b>	<ul style="list-style-type: none"><li>• Trespassing on library property after having been asked to leave the premises</li><li>• Minor damage to library property</li><li>• A repeat or escalation of any of the above misconduct</li></ul>
<b>One Month</b>	<ul style="list-style-type: none"><li>• Threatening or harassing others with hostile or inappropriate remarks</li><li>• Possession or use of intoxicating or controlled substance</li><li>• A repeat or escalation of any of the above misconduct</li></ul>
<b>Six Months</b>	<ul style="list-style-type: none"><li>• Stealing from other patrons or the library</li><li>• Serious damage to library property</li><li>• A repeat or escalation of any of the above misconduct</li></ul>
<b>One Year or Longer</b>	<ul style="list-style-type: none"><li>• Physically assaulting or inappropriately making contact with other patrons or staff</li><li>• Lewd conduct</li><li>• A repeat or escalation of any of the above misconduct</li></ul>

## Appealing

Suspended patrons, or the responsible adult listed on their account, may appeal a suspension by submitting a written appeal to the Library Director within thirty days of the date of suspension. The Library Board will hear the appeal at the next regularly scheduled board meeting.

## Re-Entry Meeting

The patron must request a meeting with the library security in order for the suspension to be lifted and for the patron's library use privileges to be reinstated after the end of the suspension. The purpose of the meeting is to review the Code of Conduct Policy and the library's suspension process. In the case of a patron under age 18, a parent, guardian, or other adult will be encouraged to accompany the minor to the meeting. To request a reentry meeting, the suspended patron should call the Library and ask to speak with security staff.

During the re-entry meeting, the security staff will:

- Review the reason(s) for the suspension
- Review the current Code of Conduct Policy
- Review the current Policy on Enforcement of Code of Conduct
- Request a signature noting the patron understands and agrees to follow the Code of Conduct Policy