

## Conduct Policy

Adopted by the Hinckley Public Library District Board of Trustees

August 13, 2012

Revised 3/9/2015, 4/8/2019, 9/12/2022

The Hinckley Public Library District strives to provide high quality materials, resources, programs, services, and facilities for all library patrons. In order to achieve that goal, library staff and library patrons must act in partnership to ensure that everyone can experience a safe, clean, pleasant, and productive environment for information and entertainment.

### Guidelines

- All library patrons can expect to receive courteous service in a timely manner within a safe, clean, and comfortable building.
- Social interaction with reasonable noise levels is encouraged.
- Food and covered drinks are welcome throughout the library.
- Patrons may not interfere with anyone else's ability to use the library or with a staff member's ability to perform their duties.
- Shoes and appropriate clothing are required at all times.
- Children under the age of 8 must be accompanied by a responsible guardian over the age of 12 at all times.
- Animals, other than service animals, are not allowed in the library except as authorized for a specific event.

### Enforcement

- Library personnel may request that a patron stop any behavior that is disruptive to the library environment.
- If, following a request, the patron fails to comply or responds to the request in an abusive fashion, he or she will be required to leave the library premises immediately for the balance of that calendar day. If he or she fails to leave, the police will be summoned. If library personnel feel threatened or harassed by a patron's behavior they may summon the police without first addressing the behavior with the patron.
- Any time a patron is required to leave the library, personnel will complete an Incident Report Form and forward the form to the library director.
- Patrons may be barred from using the library for up to 30 days for continued disruptive behavior, at the discretion of the director. In such instances involving minors, the incident may be reported to the parent or guardian.
- Patrons wishing to appeal disciplinary actions may do so upon written request to the Library Board of Trustees.
- In the event the patron persists in abusive conduct or disruptive behavior following a period of exclusion, the director shall refer the matter to the Library Board of Trustees and they can consider a long-term exclusion of that patron.