

Hinsdale Public Library

Behavior Policy

Purpose

The Hinsdale Public Library's (HPL) Behavior Policy is designed to:

1. Ensure patrons are provided with a safe and pleasant environment consistent with HPL's goal of creating inviting physical spaces that encourage the productive use of the Library.
2. Enable staff to effectively perform their jobs and enjoy a safe and secure workplace.
3. Protect property from damage or theft.

Prohibited behaviors are those which, in the opinion of HPL staff:

- Infringe on the productive use and enjoyment of HPL by others, or
- Interfere with library operations, or
- Interfere with the ability of staff to do their work, or
- Threaten or endanger staff, patrons, or property, or violate any local, state, or federal law.

Policy

Prohibited behavior includes, but is not limited to:

1. Engaging in loud or otherwise disruptive conversation or conduct, including loud use of phones, audio-visual equipment, computers, etc.
2. Eating (unless food is provided as part of an HPL program), with the exception of responsible consumption of small snacks (for example, granola bars, pretzels, dry cereal). Food or drink may be prohibited in specified areas of the library or during certain events.
3. Using rollerblades, skateboards, scooters or similar equipment in HPL or immediately outside library entrances. Mobility aids such as wheelchairs and strollers are permitted.
4. Using tobacco or marijuana products.
5. Using electronic cigarettes.
6. Possessing or using alcohol, other controlled substances, or being impaired due to the use of such substances. Responsible consumption of alcohol served as part of Library events is permitted in designated areas.
7. Bringing any animal into the building. Animals left outside the library may not impede safe access to the building.
 - a. Animals individually trained to do work or perform tasks for people with disabilities or animals that are part of an authorized event are permitted.
8. Being in the library without being fully clothed, including shirt and footwear.
9. Emitting strong pervasive odors, including but not limited to odor due to poor hygiene or overpowering perfume or cologne that offends others.
10. Sleeping in a manner that disturbs others or interferes with the use of the library by others.
11. Damaging, defacing, or stealing library property.

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12. Using furniture, floors, elevator or stairways in an inappropriate or unsafe manner.
13. Using bathroom facilities for bathing, shaving, or laundry, or other activities inappropriate to the space.
14. Harassing patrons or staff in a physical, sexual, or verbal manner including, but not limited to, purposeful attempts to intimidate, annoy, or provoke others by following, prolonged staring, or engaging in behavior that library staff believes is meant to mock, taunt, or bait, or which reasonably can be expected to disturb other persons.
15. Panhandling.
16. Soliciting, selling, campaigning, petitioning or distributing campaign or promotional materials or goods in HPL or around library entryways except as allowed by law or specifically approved by the Executive Director.
17. Being present in offices, lounges, storage areas, or other non-public areas while unaccompanied by a staff member or without prior agreement with HPL management.
18. Failing to leave the premises promptly at closing time.
19. Failing to leave the premises when so directed by staff.
20. Possessing or using weapons. [Per Section 65 of Public Act 98-63, the Firearm Concealed Carry Act (430 ILCS 66), carrying firearms into a public library is prohibited, even for those who obtain a concealed carry license.]
21. Threatening or endangering another person.
22. Engaging in any illegal act or conduct in violation of Federal, State, or local law, ordinance or regulation.

Quiet Room

When not in use for HPL programming, the Quiet Room is reserved for silent study, reading and similar activities. Patrons should move to another area of the library to speak on the phone or participate in extended conversation.

Supervision and Safety in the Library

Children under 9 years of age must be under the direct and constant supervision of a caregiver (i.e., an adult or mature adolescent twelve years or older) who assumes full responsibility for the child's safety and behavior in HPL.

While a child younger than 9 years of age attends a library program, "direct and constant supervision" may not require the caregiver's attendance at the program. Staff may need to page a caregiver for assistance, however, and so the caregiver must remain in the library and be readily available if they are needed.

Any individuals, regardless of age, who require companion care should be directly supervised at all times.

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Enforcement of Behavior Policy

1. Staff is authorized to use all necessary and reasonable measures to enforce this policy.
2. Any patron or group of patrons who exhibit or participate in prohibited behavior or disregard rules and policies after having been asked to stop by staff may be asked to leave HPL. Typically, patrons are eligible to return the following day. For repeated or severe violations of the Behavior Policy, staff may extend the ban on re-entering HPL.
3. Any patron or group of patrons who does not leave HPL after having been asked by staff to leave will be considered trespassers.
4. Police may be called to help library staff assess a situation or to help deal with persons who violate library policies.
5. The Executive Director or their designee is authorized to limit or suspend for up to thirty (30) days, HPL privileges (all or in part as determined by the Executive Director) of anyone whose unacceptable behavior is chronic, dangerous, or severely disruptive. HPL staff will attempt to contact guardians of minors or vulnerable adults who have lost privileges for one or more weeks. With the approval of the Board, a person or group may be denied access to HPL for a period longer than thirty (30) days.

Appeal Process

Patrons are welcome to discuss their concerns about the Behavior Policy or its enforcement with appropriate staff or the Executive Director. If that discussion does not adequately resolve the patron's concern, the patron may make a formal appeal using the following process.

Process

- Patron submits a written request for reconsideration to the Executive Director.
- The Executive Director reviews the request with the appropriate staff.
- The Executive Director replies to the patron with their decision regarding the Behavior Policy or its enforcement.

Appeal

- To appeal a decision made by the Executive Director, a patron may submit a request to the President of the Board of Library Trustees via letter or email.
- The Library Board or appointed subcommittee will convene to review the request and make a recommendation to the Library Board.
- Following a vote by the Library Board, the Executive Director or Board President will contact the patron with the Board's decision.

The Board aims to resolve all residents' issues in a timely manner.

Related Library Policies

Copies of the following related policy statements, which also contain information regarding patron behavior, are available at any of HPL's service desks and on HPL's website.

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- [Hinsdale Public Library Display Policy](#)
- [Hinsdale Public Library Room Use Policy](#)
- [Hinsdale Public Library 3D Printing Policy](#)

Approved and Adopted by Library Board on November 19, 1996.

Revised 3/23/99, 9/23/03, 8/26/08, 4/28/10, 5/22/12.,11/18/14, 1/24/17, 2/19/19, 3/22/22, 10/22/24.