



Hillsboro Area Public Library *District*

Public Notice Patron Policies

Patron Code of Conduct

Patron Rights

Patrons have the right to read, the right to read peacefully, the right to study, the right to work peacefully, the right to share (take part in intellectual conversations or share thoughts on materials for personal enjoyment) with other patrons or staff, ask for assistance, seek reader's advisory (book recommendations), receive circulation services, internet access, or assistance with other services (faxing, copying, printing, etc.), and the right to feel welcomed and safe.

No one patron's right is to be above another, meaning that all patrons should respect the rights of others stated above.

Complaints

Complaints must be made courteously by first seeking a solution to the problem by the working staff. A patron may also request to speak to or follow-up with the director to further discuss the complaint. For a complaint to be reviewed by the director and board of trustees, complaints must be made in writing and signed by the patron to be forwarded to the Board of Trustees to be reviewed at the next board meeting for deliberation and consideration.

Complaints that are made aggressively to the staff will NOT be tolerated by the director.

Language

While we do believe in the right to free speech; loud, offensive or threatening language will not be tolerated. As this is a "family and retiree friendly" library, cursing, threatening language, or offensive language will not be tolerated as it infringes upon others rights to safety, the right to read or study. The first instance of foul language will be ignored (we understand that sometimes things slip), with the second time the patron will be asked kindly to please avoid using foul or offensive language in order to protect the peace and rights of others, especially staff, children and families. If foul or offensive language is heard a third time the patron will be asked to leave and come back the following business day.

Cell Phones

Cell Phones should be turned to vibrate or silent. If a patron needs to make a call or receive a call, patrons are welcome to take calls in the lobby/foyer area or in the genealogy room. If a patron is seen talking on a cellphone or Bluetooth device disturbing staff or those reading, they will be asked to move to one of these designated areas. If the patron refuses or if the volume level does not decrease, the patron will be asked to take their phone call outside.

Quiet Areas

Designated Quiet Areas for study consist of 2 study rooms. Here patrons are allowed to study, work, research, tutor or have small group meetings with the volume to be kept to a minimum.

Computer Pod Area

Those listening to music, videos, podcasts, playing games or etc., are required to either have their own earbuds or headphones or will be asked to mute the volume so as not to disturb others. The library is NOT responsible for loaning out or cleaning earbuds.

Personal Electronic Equipment

The library is not responsible for personal electronic equipment including but not limited to Ipods, MP3 Players, Ipads, Tablets, Cell Phones or gaming devices. The Volume on these personal devices must be kept to a minimum, with either earbuds or headphones or turned off completely so as to not disturb others.

Offensive Odors

If a patron has offensive body odor, or excessive cologne or perfume, that is disturbing another patron or the staff, by either making it uncomfortable to breath or by creating a feeling of nauseous, that patron will be asked kindly to leave, and to come back the next business day.

Sleeping

Sleeping is not permitted in the library at any time.

Dress Code

Patrons will be appropriately attired including shirts, shoes and that both women and men should be modestly covered.

Food

Please see our Food and Drink policy for details. No food or drink is allowed in the Adult or Children/Youth sections of the library or at the Computer Pod Area where there is carpet.

Unattended Children

Children 7 years old and under must have an adult with them at all times except during Summer Reading Activities (June). Children dropped off at the library without a parent

or guardian are subject to our Unattended Children Policy within our Children's Program Policy. Which means the library does not assume responsibility for their behavior or safety, but does reserve the right to make all decisions about them if the parent is not there, especially in the event of misbehavior or an emergency.

Smoking

Smoking, including cigarettes, e-cigarettes and vaping is **not to be permitted** in the Library or within 15 feet of any entrance to the building. Smoking patrons are encouraged to go out to the back parking lot in the open air to smoke.

Violation of Policies

1. The patron will be informed of the appropriate policy and asked to correct their behavior
2. The patron will be reminded of the expected behavior and told that they are being give a verbal warning and that the next time consequences will take place
3. The patron will be asked politely to leave, but that they are more than welcome to come back the following day and "try again"
4. The director has given all staff permission to call the police at any time if the patron is being aggressive and refusing to calm down, or if the staff feels unsafe or to escort a patron out of the building who is refusing to comply with policies.

Staff are encouraged to call the director's personal device if the situation is out of control, or if the staff member does not have an opportunity to call the appropriate authorities for fear of their life, and needs the director to call emergency services.

Banning

Only the director has permission to revoke library privileges or ban a patron or community member appropriate to a repeat offense. The director has the right to ban the patron indefinitely and without warning if the patron or community member is threatening or puts a patron or staff member at risk.

Concerns

If you have concerns about this policy, please direct your concerns to the director, Laura Naugle by calling (217) 532-3055 or email hillsborocitylibrary@gmail.com

Evaluation

The library board will be responsible for evaluating this policy every five years.

Date: Adopted 9/27/2017 **Updated:** 10/18/2023 Approved on 12/19/2023