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1. GENERAL POLICY GOVERNING PATRON CONDUCT IN THE LIBRARY

The Urbana Free Library is open without charge to all people – both Urbana residents and visitors from other communities.

The following rules governing use of the library have been established to provide a safe and hospitable environment for library users and staff, to prevent activities that could endanger the library or its equipment or collections, and to maintain an atmosphere that permits the intended uses of the library.

2. CONSUMPTION OF TOBACCO, ALCOHOL, FOOD, AND BEVERAGES

The use of tobacco in any form is prohibited in all areas of the library, including the front porch, Cherry Alley, and within 20 feet of all entrances.

Consumption of alcohol is forbidden inside the library and on library grounds.

Food may be consumed inside the library only in designated areas: the auditorium, the conference room, the study rooms, and the reading rooms surrounding the coffee shop.

Beverages may be consumed inside the library only from closed containers. Regulations concerning acceptable container types are set by the library staff.

Food and beverages may not be consumed in the Archives.

In the case of babies and very young children, library staff members are authorized to exercise some discretion in enforcement of the library's food and beverage policy.

Food may be served in other public areas of the library for select library-sponsored events as approved by the Executive Director.

3. ATTIRE

Library users are expected to wear shoes and shirts in the building.

4. PETS

With the exception of service dogs and animals at library-sponsored events, pets are not permitted in the library or on library property. Pets may not be left unattended, whether secured or not, on the library grounds.

5. PERSONAL PROPERTY

The library has coin return lockers in which library users may store personal belongings while they are using the library. Personal belongings may not be left overnight. Keys must be returned to library lockers. To defray the cost of re-keying, the library charges for lost keys.

The library cannot assume responsibility for theft of users' property in the library. Staff members are explicitly instructed to not hold personal property in safekeeping for users.

6. LOST AND FOUND

The library maintains a lost and found for items left in the library. Items of limited value are retained a brief period of time, as determined by staff, and then discarded or donated to community organizations.

Items of monetary value will be retained for a minimum of six months. To claim a valuable item, the user must describe the item in some detail / relate some corroborating details surrounding its loss. After six months, valuable items will be donated to a relevant community organization.

7. USE OF CELL PHONES

Audible ringers on cell phones must be turned off while users are in the library.

Library users who receive cell phone calls are expected to speak quietly and to find places where they will not disturb other users, such as the hallway outside the study rooms on the second floor, the main lobby on the first floor, and the hallway outside the Auditorium on the ground floor.

Library users attending programs must turn off their cell phones.

8. USE OF LIBRARY TELEPHONES

The library provides a pay telephone for use of the public. Users of the telephone are expected to speak quietly and to limit calls to a reasonable length of time.

Library staff telephones are not available for use by the public. An exception will be made for minors who need to call their parents for rides home or other necessary purposes. They are expected to ask for staff permission and to limit calls to one minute. Children through fifth grade may use the question desk telephone in the children's department. Older children and teens may be allowed to use adult department reference desk phones.

9. PAGING LIBRARY USERS

Library users will be paged only in the case of a genuine emergency. Staff members are specifically instructed to ask the nature of the emergency before paging any individual. As a general rule, individuals will be paged only when their families have reason to be concerned about their safety or when they need to be notified of home emergencies.

Library staff will not search the building for individuals in non-emergency situations.

10. BICYCLES, MOTORCYCLES, AND OTHER TRANSPORTATION APPARATUS

Bicycles may be parked only in the bicycle racks provided. They may not on any occasion be left on the east porch or steps, on sidewalks, on Cherry Alley, on lawns, or inside the library.

Motorcycles and all licensed vehicles may not be parked on library property except in metered spaces.

Motorized wheelchairs or motor scooters for the disabled are permitted in the library.

Strollers and baby carriages may be brought into the library. The library is not responsible for unattended strollers or carriages.

Skateboards, roller skates, roller blades, and collapsed scooters may be carried into the library but may not be used in the library or on library property except the public sidewalks. In particular, they may not be used on Cherry Alley or around any entrance to the building.

11. ADULT USE OF THE CHILDREN AND TEEN AREAS

Adults who are not using the children's department collection or services will not be allowed to loiter in the department, and the library staff are authorized and instructed to query adults not accompanied by children concerning their need for children's department collection or services.

The teen area is intended for middle school and high school students, for adults accompanying teens in their charge, or for others using the teen collection. Adults who are not accompanying teens in their charge or who are not using the teen collection will not be allowed to linger in the teen area. Library staff are authorized and instructed to ask adults in the teen area to move to other reading areas in the adult department after making their selections from the teen collection.

12. UNATTENDED CHILDREN

The library cannot act in loco parentis and cannot be responsible for the safety of children left unattended in any department of the library.

Children under the age of 8 may not be left unattended in any department of the library. Children under the age of 8 must be supervised at all times by a responsible person age 14 or older.

Elementary and middle-school-aged children, age 8 and older, may be left unattended for a reasonable period of time. The library expects that two hours is a suitable maximum for most children. Unattended children should know an emergency phone number and should be able to leave on their own.

The library is not a day-care facility. Parents who arrange for their children to be at the library while the parents are shopping, at work, or otherwise occupied are expected to make arrangements to be sure that their children are busy and occupied and not simply hanging around the library. Regular use of the library for this purpose is not acceptable.

In situations where these policies are abused, the staff will take appropriate action. This may include contacting parents, contacting juvenile authorities, and placing abandoned children with the Urbana police when the library closes.

Library staff are specifically instructed to not provide transportation for children left unattended at the library.

13. CRIMINAL BEHAVIORS

The library will take immediate action in the case of any criminal behaviors or any behaviors which pose a threat of violence or danger.

Criminal behaviors include, but are not limited to:

- a. Theft of library equipment or collections, or theft from the coffee shop.
- b. Theft from a library user when the victim is willing to file a police report.
- c. Vandalism, including damaging or defacing library furniture, equipment, building, or collections.
- d. Assault, including fights on library premises and road rage in the parking lot.
- e. Verbal threats to library users or staff.
- f. Following or intimidating library users or staff members in the library or as they leave the library premises.
- g. Bringing weapons—simulated or real—into the library.
- h. Exhibitionism.
- i. Dealing in narcotics or other illicit substances.
- j. Banned users trespassing on library property if they were banned for criminal activity or banned permanently.

14. DISRUPTIVE BEHAVIORS

The library does not permit behaviors which make it difficult or impossible for others to use the library. Typically these behaviors infringe upon the safety or comfort of library users or staff.

Disruptive behaviors include, but are not limited to:

- a. Conversations or activities which intimidate or harass library users or staff.
- b. Verbal abuse directed at library users or staff, including rudeness, swearing, vulgarity, and shouting.
- c. Sexual harassment of library users or staff, including leering or following, inappropriate or suggestive comments, or physical contact.
- d. Lingering on the premises, inside or outdoors, after being asked to leave the library.
- e. Adults (without children) in the children or teen areas when they are not using the collection.
- f. Computer lab violations, including excessive noise or rowdiness, viewing pornography, using someone else's login, teens attempting to use children's computers, or inappropriate use of Archives computers.
- g. Deliberate misuse of library equipment, including installing files or software on library computers and attempts to bypass library security.
- h. Exhibiting signs of intoxication or substance abuse.
- i. Entering staff work areas or non-public areas of the library.
- j. Misuse of restrooms.
- k. Misuse of the elevator, including stopping between floors and setting false alarms.
- l. Misuse of telephones for threatening or obscene calls or false emergency calls.
- m. Spitting.
- n. Sexual behavior.

- o. Children left after the library closes.
- p. Repeated behavior violations, even minor ones, which continue after staff correction or continue over the course of days or weeks.

15. INCONSIDERATE AND OTHER PROHIBITED BEHAVIORS

The library does not permit behaviors which make it unpleasant for others to use the library. Typically these behaviors violate library policies without being safety concerns or are activities for which the patron may be unaware of library policy.

Inconsiderate and other prohibited behaviors include, but are not limited to:

- a. Rowdiness, such as excessive noise, running, playing on the elevator, or climbing on objects inside or outside the library.
- b. Cell phone noise, such as loud talking and cell phone ringers.
- c. Using radios, headsets, IPODs, walkie-talkies, cell phones, telephones, or any other audio/video equipment in a manner that can be heard by others.
- d. Any use of vulgar or abusive language that can be heard by others.
- e. Children playing with the ropes at the circulation desk.
- f. Use of skateboards, roller blades, and scooters within the library or on library grounds except for public sidewalks.
- g. Intentionally storing personal belongings in library lockers overnight, or keeping keys to library lockers.
- h. Bicycles or motorcycles brought into the library or parked on the porches, steps, sidewalks, or Cherry Alley.
- i. Use of tobacco or alcohol in the library, in Cherry Alley, on the porches, or within 20 feet of all entrances.
- j. Pets in the library or on library grounds, except for service dogs and animals in library-sponsored programs.
- k. Not wearing shoes and shirts in the building.

- l. Bringing bedding into the library.
- m. Being unwashed to the point of having an offensive odor.
- n. Sleeping or lying prone on library furniture.
- o. Consuming any food or beverages in the Archives.
- p. Consuming beverages from unclosed containers.
- q. Consuming food outside of designated areas, except for babies or toddlers.
- r. Library users attempting to socialize with staff in a way that is persistent, unwanted, or disruptive to staff work.
- s. Buying, selling, or solicitation of any kind unless it is part of a library-sponsored event.
- t. Taking photographs of library users or staff without the permission of the subjects and of the Executive Director.
- u. Passing petitions or conducting surveys not specifically authorized by the Executive Director.
- v. Unauthorized posting of materials.
- w. Proselytizing, political activities, or distributing pamphlets or other materials directly to library users, except to voluntary attendees at announced, identified public meetings or events.
- x. Unattended children under the age of 8 who are not with a responsible person age 14 or older.
- y. Older children remaining unattended at the library for longer than two hours, or children unattended and in need of supervision or attention.

16. STAFF RESPONSE TO PATRON CONDUCT VIOLATIONS

The library staff are specifically authorized and instructed to develop such rules and procedures as are necessary to discourage repeat offenses of the library's patron conduct policy.

The library staff may request identification of those violating policies.

In the case of criminal behaviors (IV-A-13), the staff will immediately call the Urbana police. Individuals who commit crimes in the library will be banned from the library.

In the case of disruptive or prohibited behaviors (IV-A-14-15), individuals in violation of the library policies will be asked to stop the activity. Those who refuse will be told to leave, and the police will be summoned if they do not.

Staff will call the Urbana police whenever it appears that their presence may be necessary to insure the safety of the library, users, staff, equipment, or collections.

Individuals who are repeat offenders of library policies will be subject to the library's enforcement procedures, which may include being banned from specific equipment, from an area, or from the library; or in the case of minors, requiring a parent conference with a library administrator.

The library staff will make formal complaints to the police only on those occasions when they have witnessed incidents and not on the basis of hearsay evidence. If a user wishes to have the police summoned in response to an incident not witnessed by library staff, that user must be personally willing to file any necessary complaints.

The library Executive Director and administrative staff are specifically authorized to make emergency decisions and judgments within the framework of this policy statement to insure the continued safety of the library's users, staff, equipment, collection, and buildings and to provide a proper environment in the library.

Adopted January 13, 1986

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