

The Library reserves all rights to:

- Refuse any 3D print request.
- Stop printing a request due to time or printer capabilities.
- Set a limit as to the maximum amount of time a print job may take.
- Charge users for print requests.
- Limit the number of print requests.
- Limit access to and determine priority of 3D printing services.
- Change these rules at any time.

Reviewed: March 18, 2015

Adopted: March 18, 2015

Effective: March 18, 2015

## **Article IX. Maintaining Public Library Environment**

### Section 9.01 Security

The Board of Trustees may wish to employ or contract to employ staff to ensure that the atmosphere is conducive to the Objective and Vision of the Library. The Library supports appropriate efforts by staff that may have to be made to create such an atmosphere.

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### Section 9.02 Expected Patron Behavior

The objective of the Homewood Public Library District is to meet the informational, educational and recreational needs of the residents of the Library district and the residents of any contracting library district. To successfully achieve that objective, the Library requests that patrons meet these expectations for the safety, comfort and well-being of all, to demonstrate their consideration for others and their respect for the rights of others to use this library.

- To ensure the cleanliness of the Library, all patrons must wear shoes and be fully dressed (including a shirt) in the building.

- Children under the age of 9 years old must be attended by a responsible caretaker 14 years old or older. For more information on this policy, please see Article IX – Section 9.05 for our Safe Child Policy.
- Drinks (non-alcoholic) in closed containers will be permitted in the Library.
- Food should be consumed outside before entering the building.
- Only licensed service animals are permitted in the Library, except those used in library programming.
- Soliciting of any kind, collecting signatures, selling or distribution of leaflets or any other materials, without approval of the Administrative Librarian or his or her designee, is not allowed.
- Non-public areas, such as workrooms, storage areas, mechanical rooms and the staff kitchen, are off limits unless accompanied by a staff member.
- Restrooms are to be used for their intended purpose only.
- The Library reserves the right to remove an unattended package from the location where it is found and to inspect such package.
- Use Library parking areas, sidewalks, ramps and lawns properly and safely. These areas are not intended for recreational activities. Vehicles parked improperly are subject to fines and if towing is required, it is done so at the owner's expense.
- Disruptive behavior is not permitted. See Article IX – Section 9.03 for more information on this policy.
- Illegal behavior is not permitted. See Article IX – Section 9.04 for more information on this policy.
- The Library reserves the right to require anyone violating the Expected Patron Behavior to leave the property. Serious or repeated misconduct may lead to extended loss of Library privileges, legal action or criminal prosecution. Parents are responsible for minors, including those who are expelled from the library. See Article IX – Section 9.09 for more information on this policy.
- These Expected Patron Behaviors shall be posted in the Library for public viewing.

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Section 9.03 Disruptive Behavior

Disruptive behavior is any activity which endangers the perpetrator or others, interferes with the library business of other patrons or staff and/or results in harm to library equipment or services. Disruptive behavior is unacceptable in a library. Disruptive behavior impinges on the rights of others. A patron who is disruptive will be notified that the behavior is inappropriate. If the behavior continues, the patron will be asked to leave the library. Police will be called if: there is not compliance, staff feels in any way unable to handle the situation, or staff feels threatened.

Disruptive behavior that is unacceptable in the library includes, but is **not** limited to:

- Abnormal, erratic behavior that hinders normal library use.
- Disruptive noise created by electronic or mechanical devices.
- Entry into non-public areas except by invitation or approval of library personnel.
- Failure to follow the directions of library staff when directed.
- Failure to leave the building promptly at closing.
- Obscene, rude, threatening or abusive language or actions.
- Posing a sanitary or health risk, including offensive hygiene
- Pushing, hitting, fighting or biting.
- Running, chasing or horseplay.
- Screaming, shouting, yelling, loud laughing or other disruptive noise.
- Sexual activity.
- Sleeping in the library.
- Threats, abuse or physical harm to library patrons or staff. Throwing books or other objects.
- Use or possession of alcohol or controlled substances; overt signs of substance abuse.

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#### Section 9.04 Illegal Behavior

Illegal behavior is behavior that is prohibited by law. Illegal behavior will not be tolerated in the library and the police shall be called. Illegal behavior includes, but is not limited to:

- Assault (verbal, physical or sexual)
- Indecent exposure
- Indecent sexual advances
- Possession or use of alcohol or illegal drugs
- Possession, display or use of a weapon, except as authorized by law
- Removing library materials from the library without checking them out
- Sexual molestation
- Smoking
- Solicitation for immoral purposes
- Theft or damage of another person's property or the Library's property
- Using false identification or using fictitious name(s) or address(es)
- Vandalism of library property

Patrons who engage in illegal behavior in the Library or on Library grounds will be subject to arrest, removal or banning.

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Section 9.05 Safe Child Policy

We welcome children of all ages to use our Library. We hope that as many children as possible will use it as a doorway to lifelong learning and reading. The Library, however, is a public building. Anyone can enter this building whether they are a danger to children or not. The Library is also a busy workplace with staff engaged in circulation, reference and other library service duties. The Library staff is not responsible for the safety, care or supervision of unattended children at any age, whether in the Library or on Library premises.

To safeguard children, staff will follow the policy outlined below:

- Children under the age of 9 must be attended and supervised by a parent or responsible caretaker age 14 or older. For the safety of children in the Library, a parent or responsible caretaker must be in close physical proximity. Parents should be aware that medical decisions can be made only by an adult-aged caretaker.
- Students who visit the Library with tutors are to be supervised by the tutor during the student's entire Library visit, if the student is otherwise unattended. The Library does not serve as an intermediary between students and tutors.
- The Library should not be used as a daycare facility. Staff who notice an obvious pattern indicating that it is being used in place of daycare should document the usage, note the child's name and give the information to the Administrative Librarian. The Administrative Librarian will notify the parents of Library policy and take such steps to insure that the situation stops.
- Transportation for children at the Library must be arranged prior to the Library closing time. In the event a child is stranded, two staff members will assist the child in arranging transportation. If transportation cannot be arranged in a timely manner, the two staff members will call the police and wait for the child to be picked up.

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Section 9.06 Group Visits

Prearranging school and group visits is necessary to provide meaningful use of the Library and its resources. It allows Library staff to prepare for group needs and to ensure that the visit will not conflict with other events or group visits. Coordination of planning between the Library and school and group leaders will result in the best possible experience for patrons.

- Schools and groups of seven or more individuals must prearrange visits to the library at least one week in advance.
- During school or group visits one adult must accompany each group of seven children. Adults must remain with their groups during the visit and assist in monitoring the group for proper library behavior.
- Because there is a high demand for school and group visits, the Library may not be able to provide regularly scheduled visits for specific groups or schools.
- Teachers or group leaders are asked to notify the Library if their group will not be keeping its scheduled appointment.

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Section 9.07 Study Rooms

The Library provides Study Rooms for patron use. Procedures and limits for use of Study Rooms are decided by the Administrative Librarian and reviewed regularly.

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Section 9.08 Smoke Free Facility

The Library is designated as a totally smoke free area. Patrons and staff should smoke outside in the designated smoking area.

The General Assembly of the State of Illinois has passed the Smoke Free Illinois Act [Public Act 95-0017]. In accordance with the Act, smoking is prohibited in public areas of the Library. A public area is defined as any enclosed indoor area used by the public or Library employees, including but not limited to reception areas, lobbies, restrooms, offices, elevators, food preparation and serving areas, stairways, classrooms, conference rooms, employee lounges, hallways and Library owned or leased vehicles. Smoking is also prohibited within 15 feet of all building entrances, exits, windows that open and

ventilation intakes. Ashtrays will be removed from any area where smoking is prohibited in compliance with state law. It is the policy of the Library to fully comply with the provision of the Smoke Free Illinois Act.

It is the intent of this policy to obtain voluntary compliance with the provisions of the Smoke Free Illinois Act. Members of the public violating this policy will be so notified by Library personnel and politely and respectfully informed to abide by the policy. If a member of the public should ignore a verbal request, personnel may register a complaint with the Cook County Health Department and request the person to leave. If a Library employee is violating the policy, the employee will be notified by their supervisor and politely and respectfully informed to abide by the policy. If the employee should ignore a verbal request, their supervisor may register a complaint with the Cook County Health Department.

The policy of voluntary compliance is not intended to usurp the complaint provisions or rules of the Smoke Free Illinois Act. Any person may register a complaint with the Illinois Department of Public Health, the Cook County Health Department, or a local law enforcement agency for a violation of the Act or its Rules. The Act provides that “[a]ny person, corporation, partnership, association or other entity violating the no smoking provisions of the Act may be fined by one of the enforcement agencies. Each day that a violation occurs is a separate violation. A person who smokes in a prohibited area shall be fined from \$100 to \$250. A person who owns, operates, or otherwise controls a public place or place of employment that violates the act shall be fined not less than \$250 for the first violation, not less the \$500 for the second violation within one year after the first violation not less the \$2,500 for each additional violation within one year after the first violation.

**PROCEDURE:** In order to comply with the Smoke Free Illinois Act, the following procedures are in effect:

- All interior ashtrays will be removed.
- All exterior ashtrays not part of smoking/trash/receptacles will be removed.
- Exterior universal non-smoking signage will be placed on or near all exterior doors on all Library owned and/or leased buildings.
- All exterior ashtrays will be placed a minimum of 15 feet from any Library owned or leased facility.
- Smoking is prohibited in all Library owned or leased vehicles.

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## Section 9.09 Consequences of Violating the Expected Patron Behavior Policy

The Board is organized and exercises powers pursuant to the Illinois Public Library District Act.

Section 75 ILCS 16/30-55 of said Act provides that the Board of Trustees of any library district is empowered to support and maintain a public library within the district for providing library services and has the following powers, without limitation: to exclude from the use of the library, any person who willfully violates an ordinance or regulation prescribed by the board (75 ILCS 16/30-55.55).

Therefore:

Patrons who violate Expected Patron Behaviors in the library or on library grounds will be spoken to and asked to correct their behavior. Such violation may result in one or more of the following actions:

1. An individual's Library privileges may be restricted by the Administrative Librarian or designated Person-in-Charge. The restrictions may include limitations to: specific areas in the Library, specific computers and other Library equipment, borrowing fewer items than the rules allow or times allowed in the building and on Library grounds.
2. Future use will be contingent upon the individual abiding by conditions agreed to with the Administrative Librarian. All incidents giving rise to restriction from use of the Library shall be reported by the Administrative Librarian to the Board at a subsequent Board meeting.
3. If a violation is of a serious or repeated nature, the Administrative Librarian may request that the Library Board ban a patron.
4. An adult may be banned by the Library Board from using the Library.
5. A minor may be banned by the Library Board from using the Library.
6. A banned adult patron or parent/guardian of a banned minor patron may request a hearing before the Board in writing. Upon receiving the request, the Board shall schedule the hearing at the Board's next regularly scheduled meeting, following the date of the request.
7. If the Board of Trustees has approved a ban, the Administrative Librarian shall reasonably attempt to give notice by certified mail, return receipt requested, to the patron detailing the duration of the exclusion from use of the Library and requirements, if any, conditioning the resumption of Library privileges. In the case of individuals under the age of 18 and living with a parent or guardian, an attempt will be made to deliver any such certified notice to the parent or guardian, with an additional uncertified copy sent to the minor. Any such attempted certified mail notice shall be substantially as follows:

Dear Patron:

Due to violations of rules of conduct adopted by the Board of Library Trustees of the Homewood Public Library District, Cook County, Illinois, (name of patron) is hereby banned from use of the Homewood Public Library, from access to the premises of the Homewood Public Library and from benefiting from any library privileges for a period of time through and including (date).

The specific violations are as follows: (list)

Readmission to the library in the future will be granted only following a personal interview and approval of the Board of Library Trustees after the period of suspension.

If you wish to appeal the exclusion from the use of the library, an appeal must be made in written form to and request further review at the next regularly scheduled meeting of the Board of Library Trustees.

An excluded patron who enters the premises of the library during the period of exclusion without specific permission of the Library Administrative Librarian is subject to arrest for trespassing.

Sincerely,

(Signature)  
Administrative Librarian

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8. The police may be contacted and a formal no trespassing notice taken out against the banned individual. If the individual is observed inside the Library or on Library grounds, in violation of the no trespassing notice, the individual may be arrested. If a minor violates the agreement, the parent or guardian will be contacted and informed of the possible consequences of further violations.

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The sale and/or delivery of alcoholic liquors in buildings owned by the Homewood Public Library District (the "Library District") shall be in compliance with the Illinois Liquor Control Act of 1934, as amended from time to time hereafter (the "Act"), and pursuant to the requirements set forth in this Policy.

For purposes of this Policy, "alcoholic liquor" includes alcohol, spirits, wine and beer, and every liquid or solid, patented or not, containing alcohol, spirits, wine or beer, and capable of being consumed as a beverage by a human being, or as otherwise defined under the Act.

For purposes of this Policy, "Special Event" means a Library District fundraiser or programs of a cultural or educational nature occurring in a building owned by the Library District, at which alcoholic liquor is sold and/or delivered.

Alcoholic liquor may only be sold at retail or delivered in a building owned the Library District during a Special Event as follows:

1. The sale and/or delivery of alcoholic liquor shall only be permitted during and as part of a Special Event; and
2. No alcoholic liquor may be sold, distributed, or consumed in any area of the Library District's property accessible to the general public during a Special Event; and
3. No alcoholic liquor may be removed from the portion of the Library District building during a Special Event; and
4. No alcoholic liquor may be sold, distributed, or in the possession of any person under the age of 21 at any time on the Library District's property; and
5. A local liquor license shall first be obtained, if required.

Alcoholic liquor shall not be sold or delivered at a Special Event in any building owned by the Library District unless the Library District's Board of Trustees has first approved the sale and/or delivery of alcoholic liquor at the Special Event.

Alcoholic liquor shall not be sold and/or delivered at a Special Event in any building owned by the Library District unless dram shop insurance coverage for liability arising from the sale and/or delivery of alcoholic liquor in the maximum coverage limits

required under the Act, has first been obtained to save harmless the Library District from all financial loss, damage or harm.

All rules put forth in other Homewood Public Library District policies shall remain in effect during events where alcohol is served. This includes but is not limited to the *Meeting Room Policy*, the *Expected Patron Behavior Policy*, and the *Personnel Policy*.

Purposely deceiving District staff in order to unlawfully gain access to an event where alcohol is served is a crime and will be reported to the proper authorities.

References: Public Act 99-0559; 235 ILCS 5/6-15

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## Article X. Patron Confidentiality

The Library recognizes the confidentiality of patron registration and circulation records (Library Records Confidentiality Act, 75 ILCS 70/1-2). However, in matters of national security concerns, Federal law (specifically the Patriot Act) can supersede library policy.

The Library will do its utmost to uphold the privacy and confidentiality of patrons' free access to information. The Library will follow existing laws and Library policies to respond to situations involving public safety or criminal behavior.

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### Section 10.01 USA PATRIOT ACT

HR-3162 became Public Law 107-56 in response to the events of 9/11/01. The full title of the law is: Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001.

The Act may provide law enforcement broader boundaries when investigating information accessed and transmitted by patrons with regards to national security concerns.

The Act may also provide law enforcement broader boundaries when investigating information accessed and transmitted by staff and staff records.

Access to patron information may include but not be limited to:

1. Catalog Search Records: These records refer to the searches of the collection a patron may conduct on the Public Access Catalog (PAC). Once a search is conducted, the software does not retain a copy of the search on library computers.
2. Circulation Records: Material is circulated via Circulation software. The circulation software tracks materials currently checked out, automatically erasing a reader's borrowing record once a book is returned and all fines are paid. It is not possible to look up a patron's card number and find out what they borrowed in the past. It is possible to look up the record for a specific item and obtain limited information about a patron (specifically, who last borrowed the item and whether a fine was paid.) However, there is no direct link between a patron and an item, once the item has been returned.
3. Computer Use Records: The Library provides public access to the Internet. The history of patrons' Internet research and activity is erased.
4. Meeting Room Use Records: The Library requires patrons to apply for use of the Meeting Room.

5. The Library tracks Interlibrary Loan items currently being borrowed and generates a paper record with patron information. Once the Library has verified that the materials are returned and all appropriate fines and/or fees are paid, the paper record is destroyed.
6. Reference Interviews: A reference interview occurs when a patron looking for information is interviewed or questioned by a Library staff member in order to narrow down the specific information needed. No paper record is kept after the interview that has any patron information on it.

Library staff will comply with law enforcement when supplied with a legal subpoena or warrant.

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#### Section 10.02      Staff Procedures Regarding The Patriot Act

1. If anyone approaches staff alleging to be a law enforcement official requesting information, the staff will immediately contact the Administrative Librarian. (In the Administrative Librarian's absence, staff will contact an available Department Head.) Staff will not disclose any information to the individual requesting information.
2. The Administrative Librarian will ask to see official identification and will photocopy the I.D.
3. If the law enforcement official presents a subpoena, the Administrative Librarian will contact the Library's legal counsel for advice on how best to proceed. It is desirable for legal counsel to be present when the subpoena is executed.
4. If the law enforcement official presents a search warrant, it is executable immediately. The Administrative Librarian will notify legal counsel and will attempt to have legal counsel present during the search to be sure that the search conforms to the terms of the warrant. If time does not allow for this, the search must be allowed to proceed. The Administrative Librarian or her or his representative will cooperate with the search to ensure that only the records identified in the warrant are produced and that no other users' records are viewed or scanned. Library staff should not interfere with the search and/or seizure of Library property.
5. The Library will keep a record of all legal requests.
6. The Library will keep a record of all costs incurred by any search and/or seizures.

7. If the court order is a search warrant issued under the Foreign Intelligence Surveillance Act (FISA) (USA Patriot Act amendment), the warrant also contains a "gag order" which means that no person or institution served with the warrant can disclose that the warrant has been served or that records have been produced pursuant to the warrant. The Library and its staff must comply with this order. No information can be disclosed to any other party, including the patron whose records are the subject of the search warrant.

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### Section 10.03      Identity Protection Policy

The Library adopts this Identity Protection Policy pursuant to the Identity Protection Act, 5 ILCS 179/1 *et seq.* The Identity Protection Act requires units of local government to approve and implement an Identity Protection Policy to ensure the confidentiality and integrity of Social Security Numbers that agencies collect, maintain use. It is important to safeguard Social Security Numbers (SSNs) against unauthorized access as SSNs can be used to facilitate identity theft. One way to better protect SSNs is to limit the widespread dissemination of SSNs. The Identity Protection Act was passed in part to require government agencies to assess their personal information collection practices and make necessary changes to those practices to ensure confidentiality of SSNs.

Whenever an individual is asked to provide the Library with a SSN, staff shall provide that individual with a statement of the purpose or purposes for which the Library is collecting and using the SSN.

The Library shall not:

1. Publicly post or publicly display in any manner an individual's SSN. "Publicly post" or "publicly display" means to intentionally communicate or otherwise intentionally make available to the general public.
2. Print an individual's SSN on any card required for the individual to access products or services provided by the person or entity.
3. Require an individual to transmit a SSN over the Internet, unless the connection is secure or the SSN is encrypted.
4. Print an individual's SSN on any materials that are mailed to the individual, through the U.S. Postal Service, any private mail service, electronic mail, or any

similar method delivery, unless State or federal law requires the SSN to be on the document to be mailed. SSNs may be included in applications and forms sent by mail, including, but not limited to, any material mailed in connection with the administration of the Unemployment Insurance Act, any material mailed in connection with any tax administered by the Department of Revenue documents sent as part of an application or enrollment process or to establish, amend, or terminate an account, contract, or policy or to confirm the accuracy of the SSN. A SSN that is permissibly mailed will not be printed, in whole or in part, on a postcard or other mailer that does not require an envelope or be visible on an envelope without the envelope having been opened.

5. The Library shall not collect, use, or disclose a SSN from an individual unless:
  - A. Required to do so under State or federal law, rules regulations, or the collection, use or disclosure of the SSN is otherwise necessary for the performance of the Library's duties and responsibilities;
  - B. The need and purpose for the SSN number is documented before collection of the SSN; and
  - C. The SSN collected is relevant to the documented need and purpose.
6. The Library shall not require an individual to use his or her SSN to access an Internet website;
7. The Library shall not use the SSN for any purpose other than the purpose for which it was collected.

The Library shall comply with the provisions of any other State law with respect to allowing the public inspection and copying of information or documents containing all or any portion of an individual's SSN. The Library shall redact SSNs from the information or documents before allowing the public inspection or copying of the information or documents.

These prohibitions do not apply in the following circumstances:

1. The disclosure of SSN to agents, employees, contractors, or subcontractors of a governmental entity or disclosure by a governmental entity to another governmental entity or its agents, employees, contractors, or subcontractors if disclosure is necessary in order for the entity to perform its duties and responsibilities; and, if disclosing to a contractor or subcontractor, prior to such disclosure, the governmental entity must first receive from the contractor or subcontractor a copy of the contractor's or subcontractor's policy that sets forth how the requirements imposed under this Act on a governmental entity to

protect an individual's SSN will be achieved.

2. The disclosure of SSNs pursuant to a court order, warrant, or subpoena.
3. The collection, use, or disclosure of SSNs in order to ensure the safety of: State and local government employees; persons committed to correctional facilities, local jails other law enforcement facilities or retention centers; wards of the State; and all persons working in or visiting a State or local government agency facility.
4. The collection, use or disclosure of SSNs for internal verification or administrative purposes.
5. The disclosure of SSNs by a State agency to any entity for the collection of delinquent child support or of any State debt or to a governmental agency to assist with an investigation or the prevention of fraud.
6. The collection or use of SSNs to investigate or prevent fraud, to conduct background checks, to collect a debt, to obtain a credit report from a consumer reporting agency under the federal Fair Credit Reporting Act, to undertake any permissible purpose that is enumerated under the federal Gramm Leach Bliley Act, or to locate a missing person, a lost relative, or a person who is due a benefit, such as a pension benefit or an unclaimed property benefit.

When collecting SSNs, the Library shall request each SSN in a manner that makes the SSN easily redacted if required to be released as part of a public records request. "Redact" means to alter or truncate data so that no more than four sequential digits for a SSN are accessible as part of personal information.

Only staff who are required to use or handle information or documents that contain SSNs will have access. All staff who have access to SSNs are trained to protect the confidentiality of SSNs.