

VI. Public Service Policies

A. Mt. Zion District Library responsibilities to its patrons

1. The Mt. Zion District Library exists:

- a) to serve all residents of the community and the surrounding library district
- b) to acquire and make available to all residents of the above area such books, periodicals, pamphlets, and other services as well as address their needs to:
 - 1) become well informed
 - 2) locate answers to informational questions they have
 - 3) cultivate the imagination and creative expression
 - 4) develop skills for career and vocational advancement, and
 - 5) enjoy leisure by means of reading and other media services.
- c) to acquire the means to provide the most frequently requested material locally and upon demand.
- d) to maintain a program of service which locates information, guides reading, organizes and interprets materials for people of various backgrounds, and stimulates thinking and intellectual development in individuals of any age.
- e) to strive consistently to discover new methods and improvements for better service for the library's customers.
- f) to review regularly the aforementioned charges, and if necessary, revise them in the light of new developments.

B. Who may use the Library?

1. The library will serve all residents of the district and the public library system area. Service will not be denied or abridged because of religion, racial, social, economic, or political status; or because of mental, emotional, or physical condition, age or sexual orientation
2. The use of the library may be denied for due cause. Such cause may be failure to return library materials or to pay penalties, destruction of library property, disturbance of other patrons, or any other illegal, disruptive or objectionable conduct on library premises.

C. Patron Responsibilities and Conduct

1. It is a patron's responsibility to maintain necessary and proper standards of behavior in order to protect his/her individual rights and the rights and privileges of other patrons. If a patron creates a public nuisance, that patron may be restricted from the Library and from the use of library facilities. Those who are unwilling to leave or do not leave within a reasonable amount of time, after being instructed to do so by the staff, will be subject to the law.
2. Patrons and staff have the right to enjoy an environment free from harassment, including, but not limited to, sexual harassment, lewd conduct and abusive behavior. Patrons may not verbally abuse, badger, stalk or harass library staff or patrons. This include, but is not limited to, raising one's voice, using foul language or gestures, personal insults, incessant arguing, staring, following, lingering in a person's space, and asking the same question repeatedly once an answer has been provided.

Staff has the authority to ask a patron to leave the premises if any of the above behavior is not stopped following a verbal warning. Repeated acts of harassment and conduct that have the potential to escalate into violent or illegal actions will be reported to the proper authorities. Staff will record any incident by writing an 'Incident Report'.

See complete Policy Prohibiting Sexual Harassment in Policy Manual
See also Personnel Policy in Policy Manual

3. Soliciting or panhandling on Library premises, including but not limited to, approaching library users or staff members to request money, food, or other donations is prohibited.

4. Bringing onto the premises any dangerous weapon. Dangerous weapons include, but are not limited to, the weapons set forth and defined in Illinois Compiled Statutes, Chapter 720, section 5/24.1 et. seq. is prohibited.

The Library's Board approved Code of Behavior is as follows:

MT. ZION DISTRICT LIBRARY CODE OF LIBRARY BEHAVIOR

The board of trustees believes that patrons of the Mt. Zion District Library have the right to use library materials and services without being disturbed or impeded by other library users; that patrons and staff have the right to a secure and comfortable environment; and that patrons and staff have the right to materials and facilities that are in good condition. Use of the meeting room is governed by a separate policy. The library is not responsible for personal belongings left unattended. All policy is enforced at the discretion of the Library Director.

1. Any behavior that is disruptive to library users or staff, or that hinders others from using the library or library materials is prohibited. The library reserves the right to expel disruptive patrons, and may contact the local police if necessary. Patrons who have demonstrated chronic disruptive and abusive behavior may be banned from the library for a period of time.
2. Solicitation for charitable purposes or selling for profit is prohibited on library property without prior approval. The distribution of leaflets, yard signs, posters or other advertising notices on library property is prohibited. A bulletin board is available for public posting with prior approval
3. Bringing onto the premises any dangerous weapon is prohibited. Dangerous weapons include, but are not limited to, the weapons set forth and defined in Illinois Compiles Statutes, Chapter 720, section 5/24.1 et. seq. is prohibited.
4. Animals, except service animals, are not permitted in the library, except for library-sponsored activities.
5. Library users are required to wear appropriate clothing, i.e. modest shirt and pants/shorts/skirt/dress as well as shoes.
6. Eating and drinking are not encouraged in the library, but are allowed as long as beverages are in containers that are sealed and food does not create a disturbance or mess. Patrons are expected to appropriately dispose of

containers, wrappers and trash.

7. Sleeping is prohibited in the library.
8. The violation of federal, state, or local laws will not be permitted. Theft, vandalism, and mutilation of library property are criminal offenses. The library reserves the right to inspect all bags, purses, briefcases, backpacks, etc., for library material.
9. Children under seven years of age may not be left unattended in the library. They must be under the **direct supervision** of a parent, babysitter or other responsible guardian when in the library.
10. The library is a SMOKE-FREE facility. No smoking (including e-cigarettes) is permitted in the library building or grounds. This includes the restrooms and meeting room.

Library staff may address any of these behaviors in the following ways:

1. Verbal warning to cease the behavior or actions
2. Written warning to cease and/or not to repeat behavior or actions
3. Directing the patron to leave the premises
4. Involving the police

The Library is not necessarily required to go through the entire intervention process. Intervention may begin at any step, including immediate involvement of the police, depending upon the severity of the incident or behavior

Extreme or repeated violation of this policy may result in a suspension of Library privileges. The Illinois compiled statutes, Chapter 75, Paragraph 16/30-55.55, permit the Board of Library Trustees to exclude from use of the library any person who willfully violates the rules prescribed by the board. Any patron whose privileges have been denied may have the decision reviewed by the Board of Trustees. The Board of Trustees may, at its discretion, designate a hearing officer to make a finding of fact and recommendations in connection with such review.

(75 ILCS 16/30-55.5)

Sec. 30-55.5. Ordinances, regulations, and resolutions. The board may enact, amend, and rescind ordinances and may make and adopt regulations and resolutions for their own guidance and for the government of the library that are expedient and not inconsistent with this Act.

(Source: P.A. 87-1277.)

D. Young Children

1. The Mt. Zion District Library encourages visits by young children and it is our desire to make this important visit both memorable and enjoyable for the child. Library staff is not expected to assume responsibility for the care of unsupervised children in the library.
2. Therefore, it is library policy that all children under the age of 9 must be accompanied by an apparent or designated responsible person while in the library.

3. UNATTENDED CHILDREN

Parents are responsible for the behavior of their children while they are in the Library. The Mt. Zion District Library staff is committed to help children with activities related to the Library. However, Library staff cannot, nor is it their responsibility to serve as baby-sitters, teachers, or disciplinarians. Violations of this policy are grounds for suspension of library privileges. Whenever advisable, the Library will notify the parent of incidents involving an unattended child. [Form follows.]

Children under the age of 9 must be accompanied and directly supervised at all times by a parent or other responsible caregiver. When the safety of an unattended child is in doubt, or the parent or responsible caregiver cannot be located, or if the Library is closing, Library staff is authorized to call the police and stay with the child until the police arrive.

From time to time, the Mt. Zion District Library schedules or provides programs which are designed and suitable for attendance by children without parental supervision. Such program announcements will so indicate, and if no indication is included, then supervision is required. When so indicated, if the parent or caregiver intends to be absent, they must leave word at the circulation desk as to their whereabouts and, if possible, a phone number where they or a responsible adult can be contacted.

Children over the age of nine (9) may use the Library unattended by an adult, subject to other Library rules and policies concerning behavior, conduct, and demeanor.

UNATTENDED CHILDREN PARENTAL NOTIFICATION LETTER

Dear _____,

The Mt. Zion District Library has recently experienced an incident involving your child, _____, where they were on Library grounds unattended by you or a responsible caregiver. A copy of the Library's policy on Unattended Children is enclosed here for your attention. We ask that you review this policy and make every effort to follow it. We do not wish to suspend Library privileges for you or your family, but the safety of children as well as the proper operation of the Library is our first responsibility. If you have any questions regarding this policy or its enforcement, please contact the undersigned.

Respectfully,

Library Director

UNATTENDED CHILDREN AFTER HOURS

In the event a young person is still at the library fifteen (15) minutes after the library closes to the public, the police will be called to pick up the young person. Attempts will be made during that fifteen (15) minutes to reach parents, but in no instance will staff take young people home. ***Two staff members will remain with the child at all times.***

E. Disruptive Children

1. Children of all ages are encouraged to use the library for homework, recreational reading, and program events. The library staff realizes that the library will be noisier at busy times and that children by nature can cause more commotion. However, children (whether with parents or not) who are being continually disruptive will be given a warning that he/she must settle down or will be asked to leave the library. If after a second warning the child continues to be disruptive, he/she will be asked to leave the library. If the child needs to contact a parent, they may do so and then wait with a staff person until the parent arrives.

F. BLOODBORNE PATHOGENS POLICY

- A. While normal library operations are not likely to involve circumstances exposing employees or users to bloodborne pathogens, the Mt. Zion District Library complies with Illinois Department of Labor regulations and therefore the federal Occupational Safety and Health Administration regulations relating to occupational exposures to bloodborne pathogens which have been incorporated by administrative actions.
- B. Exposure Determination: No particular job classification of the Library has occupational exposure (meaning “reasonably anticipated...contact with blood or other potentially infectious materials that may result from the performance of an employee’s duties”), however, emergencies may occur with staff or patrons, particularly youth or elderly patrons, to which library employees in all classifications may be called upon to respond with assistance. Or emergencies with “out of control” individuals (e.g. biting, spitting, etc.) could present an individual threat.
- C. Universal Precautions: All potential circumstances of exposure must be taken into account by the Library and its employees to protect against exposures. Hepatitis B (HBV), human immunodeficiency virus (HIV), and other bloodborne pathogens found in human blood and other body fluids cause life-threatening diseases. In emergency or other such circumstances, when contact with blood or other potentially infectious materials may result, the Library’s approach to infection control requires all human blood and body fluids to be treated as if known to be infectious for HIV, HBV, and other bloodborne pathogens. Engineering and work practice controls shall be used to eliminate or minimize employee exposures, and if a possibility of exposure remains, personal protective equipment shall also be used.
- D. Exposure Control Plan: At any time within the Library environment that human blood, human body fluids, or other potentially infectious materials are presented, the area contaminated shall be immediately cordoned off and quarantined, even if the entire library must be closed to accomplish this completely. Personal protection clothing, such as gloves, gowns, masks, etc., shall be provided and used in the cleanup and safe disposal of contaminated waste such as diapers, blood-tinged materials (e.g. Band-Aids, gauze, cotton, clothing, etc.), etc. If advisable, a professional hazardous/contaminated cleanup firm shall be contacted and retained for complete cleanup and decontamination. The quarantine shall be effective until complete cleanup and disposal is obtained. Hand-washing facilities are provided by the Library and must be used by the employees as soon as feasible, including following the removal of personal protective equipment. A complete record of all incidents, exposures, cleanup, and disposals shall be kept as required by the regulations.
- E. Training and Immunizations: The Library shall provide directly or through System, State, or associational programs, annual in-service training/educational programs for all affected employees. Any employee who has an occupational exposure shall be offered, at no charge, the hepatitis B vaccine series, in accordance with the regulations. Following the report of an exposure incident, the

Library will make immediately available to the exposed employee or employees a confidential medical evaluation and follow-up as provided in the regulations.

G. LIBRARY DRUG AND ALCOHOL POLICY

The Mt. Zion District Library recognizes that the non-medical use of controlled substances is hazardous to the health of the patrons and employees of the Library. Additionally, the use of alcohol by patrons is recognized as both hazardous and often illegal, and the irresponsible use of alcohol by employees is detrimental to the library environment. The illicit manufacture, use, possession, or distribution of controlled substances, look-alike drugs, drug paraphernalia, and the manufacture, use, possession, or distribution of alcoholic beverages, marijuana, and its derivatives as defined by Illinois and Federal statute, at any time, is not permitted at any library location

“Library location” means in any library building, on any library premises, or at any library-sponsored activity where patrons or employees are engaged in activities under the jurisdiction of the Library. This shall include any period of time when an employee is supervising students on behalf of a school district or is otherwise engaged in library business.

Any employee who violates the term of the Library’s drug and alcohol policy may be suspended or terminated pursuant to the rules and regulations of the Library and applicable state statutes. The Library may, in its discretion, refer incidents to appropriate legal authorities for prosecution when this policy is violated. Sanctions against employees shall be in accordance with prescribed library regulations and procedures. The Library’s employees, as a condition of their employment, agree to abide by the terms of this policy and to notify the Library, no later than five (5) days after a conviction, of any criminal drug or alcohol statute conviction for a violation occurring at a library location. The Library, if or when required by law, shall report such conviction to the appropriate authorities.

A patron who violates the terms of this policy may be expelled from the library location involved or any library location at the discretion of the Library, and use privileges may be suspended for a specified period of time. The Library may, in its discretion, refer incidents to appropriate legal authority for prosecution when this policy is violated. Sanctions against patrons shall be in accordance with prescribed library regulations and procedures.

H. No Smoking Policy

To protect and enhance our indoor air quality and to contribute to the health and well-being of all employees and patrons, the facilities and the immediate premises of the Mt. Zion District Library shall be entirely smoke free. The use of all tobacco products, including chewing tobacco and electronic cigarettes, is banned from the Mt. Zion District Library, except as designated in this policy.

Smoking is prohibited in all enclosed areas within Mt. Zion District Library without exception. This includes all public and private areas, conference and meeting rooms, offices, hallways, restrooms, supply rooms, mechanical rooms and all other enclosed facilities. Smoking is also prohibited on the library premises, other than in a person’s personal vehicle.

No one may smoke along any path way or walk way leading to or from library entrances, nor may patrons or employees smoke in any grassy area or parking lots. It is not acceptable that either patrons or employees be required to walk through smoke to reach their vehicle or any other destination on the library premises.

Additionally, patrons and employees may smoke in their personal vehicles, but the smoke and tobacco products must be completely contained within the vehicle.

Employees who choose to smoke in their vehicle area do so at their own risk. No additional breaks are allowed to any employee who smokes. Finally, smokers and users of tobacco products must dispose of the remains in the proper containers. This helps keep a neat and clean environment for our patrons and employees.

Employees who fail to comply with this policy will be subject to disciplinary action that can lead up to and include the termination of employment.

Patrons who fail to comply with this policy may be subject to the suspension of their library privileges and/or prohibited from visiting library property.

I. Service Responsibilities of the Library

The library provides materials and resources for information, entertainment, intellectual development, and enrichment of the people of the community. The library will endeavor to:

- 1) Select, organize and make available books and materials.
- 2) Provide guidance and assistance to patrons in the use of its resources,
- 3) Sponsor and implement programs, exhibits, displays, book lists, etc., which would appeal to children and adults.
- 4) Cooperate with other community agencies and organizations.
- 5) Secure information beyond its own resources when requested. (Using interlibrary loan and other resource-sharing methods provided through the Rolling Prairie Library System and state of Illinois.)
- 6) Lend to other libraries upon request.
- 7) Develop and provide services to patrons with special needs.
- 8) Maintain a balance in its services to various age groups.
- 9) Cooperate with, but not perform the functions of, school or other institutional libraries.
- 10) Provide service during hours which best meet the needs of the community, including evening and weekend hours.
- 11) Regularly review library services being offered.
- 12) Use media and other public relations mechanisms to promote the full range of available library services.

Reference service is available to all persons who reside within the jurisdictional boundaries of the library regardless of age, race, sex, or social or economic status of the patron.

Reference materials are available for use in the library by everyone who resides within the jurisdictional boundaries of the library regardless of age, race, sex, or social or economic status of the patron.

Staff trained to provide reference service is available during all hours the library is open.

Staff is trained in reference interviewing techniques, reader's advisory service, and in bibliographic instruction.

Staff treats all questions with equal respect.

Reference service is provided in response to all forms of inquiry including but not limited to in-person, telephone, fax, e-mail, and other electronic forms.

Reference questions that cannot be answered with onsite resources are referred to another agency. Such referrals are verified and/or mediated by library staff.

Staff is unable to answer questions of a certain nature including, but not limited to, medical, legal and tax related questions.

All requests for information receive an answer or status report within one working day.

The needs of the library user are treated with respect. Names of users and the transactions that occur between users and the library staff are confidential and not discussed outside a professional context.

The library adopts and adheres to the ALA Code of Ethics.

J. Ellison Lettering Machine

- 1) The Ellison Lettering Machine is available for any library patrons' use (either Mt. Zion District Library resident or non-resident).
- 2) All users must call in advance to schedule a time for use of the machine.
- 3) Those wishing to use this equipment must provide their own supplies (paper or other materials) and clean-up the area upon completion of their work.
- 4) No fees are charged for use of the machine, however, individuals wishing to make a donation may do so. (Wear and tear on the machine and the need to maintain it properly is an expense for the library).
- 5) Use of the Ellison Lettering Machine is restricted to "in-house use" only. This equipment is NOT CIRCULATED or charged "out" to a patron.

K. Fax Machine

- 1) The Library's fax machine may be used by the patrons of the library for the sending or receiving of fax messages.

- The Library staff will transmit and receive fax messages for library patrons.
 - There is a fee of \$1.00 for the 1st page and \$.50 for each additional page sent (excluding the cover sheet).
 - The library's fax number will NOT be given out by any business person or individual as their personal fax number.
 - There is a \$1.00 per page fee to receive a fax regardless of the number of pages.
- 2) The Library will NOT charge patrons for information sent or received by fax transmission when that information relates to a reference request made by the patron.
 - 3) The Library use of the fax machine for library business or patrons' reference request will take precedence over that of a personal or business-related nature.

M. Copy Machine

- 1) A copy machine is available for public use.
- 2) Charges for copies made on this machine are posted in the Library.
- 3) Library staff members can assist patrons in its use.
- 4) Patrons may use the copy machine's scanning capability at no charge.
- 5) The patron and NOT THE LIBRARY is responsible for adhering to the copyright law and guidelines for duplication found therein. Since this is an "unsupervised" copier, the library is NOT held responsible or LIBEL for any infringements of that law which may occur.

N. The Library has a laminator available to the public. Only staff may run the laminator. The fee for lamination is \$1.00 per foot with a minimum charge of 50 cents.

O. Dispersal of Materials and Equipment

1) Any item purchased by the Mt. Zion District Library, NOT USING FEDERAL FUNDS, may be sold or given away should it become obsolete. The following guidelines will be applicable in the dispersal of said items:

--Materials: Such materials will first be offered to Mt. Zion schools, libraries in the system or as a last resort, collected and sold at the library's annual book sale. All materials not sold will be discarded.

--Equipment: Equipment valued at less than \$500 will be disposed of at the Director's discretion. Equipment valued at \$500 will be offered for sale by bid with advertising in the Region News. Board of Trustees will accept highest bid.

P. Library Hours of Operation

Monday – Thursday	9:00 a.m. to 8:00 p.m.
Friday	9:00 a.m. to 5:00 p.m.
Saturday	9:00 a.m. to 3:00 p.m.

Q. Library Holidays/Days Library Officially Closed

1. The Library Board determines holiday closures for the coming year at the December Board meeting.

If a holiday falls on a Saturday, the library will be closed on the preceding Friday. If a holiday falls on a Sunday, the library will be closed the following Monday. In the event Christmas Eve Day falls on a Sunday, the library will be closed the following Tuesday.

2. Closing of the Library due to inclement Weather:

If the library must close due to severe weather conditions, all staff members scheduled to work on that day will be paid for their regular hours. The Library Director, or his/her designated Representative (should he/she not be available) should contact the radio station and local TV station to make them aware of said closing. The closing is also published on the Library website and added as a phone message.

Reviewed and revised by Library Board on November 20, 2018