

304: Public Code of Behavior

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The Northbrook Public Library welcomes all residents and visitors and is dedicated to free and equal access to information, knowledge, and independent learning for our diverse community.

LIBRARY RESPONSIBILITY

With public service as the highest priority, the Board of Trustees has established the rules and regulations governing use of the library, such that all persons may enjoy its benefits. All library patrons can expect to:

1. Receive courteous service,
2. Be treated fairly and equitably by all library staff,
3. Contact staff for reference, readers advisory, and information services,
4. Have questions, comments and concerns addressed in a timely manner,
5. Suggest new materials, programs and services,
6. Have staff make the library operate in the best interest of the taxpayers, and
7. Have a safe, clean, and comfortable building.

PATRON RESPONSIBILITY

Individuals visiting or using the library's facilities or services must comply with the following Public Code of Behavior. The Northbrook Public Library will uphold all federal, state and local laws, rules, regulations and ordinances in regard to public behavior.

Patrons shall be engaged in activities associated with the use of a public library while in the building.

Patrons may not interfere with the use of the library by other patrons or interfere with staff performance of their duties. Interference includes, but is not limited to:

1. Use of loud, abusive, threatening or insulting language; or behavior including language or behavior that offends, threatens, or insults groups or individuals, based on:
race, creed, color, national origin, religion, marital status, sexual orientation, gender, gender identity/expression, physical appearance, physical or mental ability, socioeconomic level, education level and any other legally protected characteristics; that may result in injury or harm to any library patron or staff member, including challenging another person to fight or engage in any fight.
2. Patrons may not sexually harass other patrons or staff. Harassment includes:
 - a. making inappropriate personal comments or sexual advances;
 - b. using obscene or lewd language or gestures;
 - c. staring at, or following, a patron, volunteer, or staff in a manner that reasonably can be expected to disturb them,
 - d. and exposing others to sexual internet content (more information on internet usage can be found in the Internet Policy).
3. Solicitation is not allowed inside the library except as otherwise stipulated in the Room Rentals policy. This includes circulating petitions, selling, or begging, among patrons, volunteers or staff members. Any solicitation conducted outside on Library grounds must not impede entry or exit from the library building or disrupt Library operations. All solicitation must comply with the Village of Northbrook Municipal Code.
4. Patrons may enjoy covered beverages and consume snack food throughout the library, unless otherwise indicated. Meals, messy, or smelly foods are permitted only in the Café area on the 1st floor.
5. Bringing pets or animals, other than service animals necessary for disabilities, into the library is not allowed, except as authorized by the Executive Director for special programming purposes.
6. Shirts and shoes are required for health reasons and must be worn at all times.

7. Patrons whose overpowering perfume or cologne or inadequate bodily hygiene interferes with other patrons' use of the library shall be asked to leave the building and return when the problem has been corrected.
8. Use of skateboards, roller blades or roller-skates is not allowed in the library or on library property.
9. The use of incendiary devices, such as candles, matches or lighters are prohibited on library grounds. Smoking, including vaping and e-cigarettes, is not permitted within the library or within 25 feet of any public entrance.
10. Any other behavior which could reasonably be expected to disturb other patrons or interfere with the library staff performance of their duties is prohibited.
11. While the library encourages use by everyone, it cannot assume responsibility for the care and supervision of any patrons who are disabled or impaired to the extent that they cannot independently follow library rules or be safe without a caregiver. Patrons who require personal supervision or assistance must provide this care themselves. In the event that a patron in the library requires such care and is without it, the library may contact social services or the police.

The above enumerated rules are not intended to be a complete list of violations, but are intended for guidance only. Library staff and/or local law enforcement officers are authorized to expel persons who, advised of the regulations above, fail to comply with them. Such personnel also reserve the right to take appropriate action(s) against any other behavior which can reasonably be deemed to be offensive to library patrons or staff. Enforcement of these rules will be conducted in a fair and reasonable manner. Library staff designated by the Executive Director may temporarily suspend patron privileges for up to 24 hours, including restricting access to the library property, services or programs for patrons who violate the public code of behavior. Unlawful activities will be reported immediately to the police.