

# **APPENDIX IA**

## **PARLIN-INGERSOLL LIBRARY**

### **Guidelines for Behavior and Discipline**

#### **Introduction**

The purpose of providing guidelines for customer behavior at the Parlin-Ingersoll Library is 1.) To protect the rights of individuals to use library materials and services in a secure and peaceful setting; 2.) To protect the rights of staff to conduct business without interference or harassment; 3.) To protect and preserve library materials and facilities.

State law gives the library Board the right “to exclude from the use of the library any person who willfully violates the rules prescribed by the board” (Illinois Revised Statutes, 81:4-11).

The following guidelines govern two general areas of behavior: 1.) Violations of city code of Canton and/or the laws of Illinois or the United States; and 2.0 Behavior deemed inappropriate and unacceptable within the library.

Procedures for handling both of the above types of behavior by customers or other staff is included to assist staff in determining appropriate response patterns.

Parlin-Ingersoll Library

# APPENDIX IB

## INTRODUCTION

Every staff member has the responsibility of keeping the library as pleasant an environment as possible. This responsibility includes discouraging disruptive behavior on the library premises.

Problem behavior is any behavior which either consciously or unconsciously violates or restricts the rights of others to use the library.

Staff members should deal with patrons in the same manner in which they would like to be approached: with courtesy, tact, calmness, and most of all, common sense.

Because of the uniqueness of each situation, common sense should play a major role in any encounter with a behavioral problem. Instinct will tell most staff when to be sympathetic and when to back off. Whatever the circumstances, handling a behavioral problem should be a TEAM procedure, with other staff members called on as necessary. The TEAM approach to problem behavior provides staff with a sense of security and self-confidence, both of which are essential to dealing effectively with behavioral problems. Common sense and a teamwork approach to all problems will minimize risk and/or discomfort to staff and patrons alike.

In order for the TEAM approach to work, all staff members must know what their responsibilities are when a problem situation arises. The following guidelines are designed to aid the staff in knowing what is expected of them, to help in deciding if a patron really is being a problem, and to provide ways to deal and cope with problem behavior.

Quincy Public Library

## **APPENDIX II**

### **SECTION 11. BLOODBORNE PATHOGEN POLICY**

- 11.01 The primary goal of this policy is to prevent staff members from being exposed to bloodborne disease causing pathogens. At the present time, the Library has determined that the only job positions at risk of exposure are those of maintenance staff members. However, this policy still applies to all other staff members in the interests of safety. Staff members should avoid exposure to blood or bodily fluids in order to reduce the risk of contracting bloodborne diseases. Exposure occurs when skin, eye, mucous membranes, non-intact skin or other contact occurs with blood or potentially infectious materials. If it becomes necessary to come into contact with blood or bodily fluids, such as cleaning up after accidents, staff must follow the Exposure Control Plan located in the Administrative office, which Exposure Control Plan may be from time to time modified or amended by the Board. If a staff member does come into contact with potentially infectious materials, they should immediately wash the area of their skin with soap and warm water for two to three minutes. The individual should then report the incident to the Director and should consult the Exposure Control Plan in order to reduce the risk of contracting a bloodborne disease. A confidential post exposure medical evaluation and follow-up will be provided in accordance with the Exposure Control Plan.

### **SECTION 12. QUINCY LIBRARY EXPOSURE CONTROL PLAN**

#### **12.01 Classification of Jobs at Risk**

The Quincy Public Library has assessed the following job classifications as “at risk” for occupational exposure. Occupational exposure means reasonably anticipated skin, eye, mucous membrane, non-intact skin or other contact with blood or other potential infectious materials that may result from the performance of the employee’s duties.

CATEGORY I (Exposure to Body Fluids Likely)

Maintenance and full-time Children's employees.

CATEGORY II (Exposure to Bodily Fluids Not Likely)

All other job positions other than Maintenance and full-time Children's employees.

As part of the periodic review of job descriptions, these categories may be changed if the likelihood of exposure should change.

12.101 The Quincy Public Library will provide appropriate education and training for staff whose jobs put them "at risk," as described above. Current staff and new hires in these positions will receive initial and annual training. The following will be included in this training: An overview of Federal Bloodborne Pathogen standards, a description on bloodborne pathogens and their diseases, risks associated with exposure, and a description and review of the Library's Exposure Control Plan, including work control methods, Hepatitis B vaccine, post exposure evaluation, and record keeping methods. Training will include appropriate evaluation and testing.

12.102 Category II staff will inform Category I employees in the event of an incident with the potential for exposure to blood and/or body fluids.

**12.02 Procedures for Addressing Exposure to Bloodborne Pathogens.**

12.0201 Standard Blood and Bodily Fluid Precautions  
(Standard Precautions)

The following precautions should be used to minimize the risk of exposure to blood and bodily fluids of all regardless of their health status or diagnosis.

12.0201.01 Hands should always be washed after contact with bodily fluids, for example after using the bathroom, after caring for a runny nose, after cleaning up body secretions. If hands come in contact with potentially infectious materials, they should be immediately washed with soap and warm water for two to three minutes.

12.0201.02 Personal protective equipment such as gloves, gowns, face shields, masks, protective eye wear and other devices should be used in accordance with the following policy. The Director

or maintenance staff can be contacted to obtain such protective equipment.

12.0201.03 Gloves must be worn when there is contact with blood or other potentially infectious material. The following general guidelines apply to glove usage:

- use of gloves for assisting with cuts, scratches or other breaks in the skin;
- use gloves when cleaning up blood or bodily fluids;
- gloves should be used one time and then thrown away;
- torn gloves should be replaced immediately;
- hands should be washed after the gloves have been discarded.

12.0201.04 Mouth pieces should be worn during mouth to mouth resuscitation.

12.0201.05 Additional protective equipment should be used when caring for someone who has had a massive body spill or for cleaning up after such an accident.

12.0201.06 Staff with open lesions or weeping dermatitis must refrain from direct contact and from handling blood or bodily fluids.

12.0202 Procedure for Cleaning. These procedures should be used in conjunction with the universal precautions.

12.0202.01 When cleaning up after bodily fluid accident (vomit, urine, stool, blood, etc.).

- Assess the amount and type of bodily fluid.
- Use protective equipment as needed and outlined above. Latex gloves are essential of cleaning of all bodily fluid spills.
- Use a decontaminate agent (i.e. isolyser) to congeal and disinfect the fluid.
- Disinfect clean up equipment with a bleach solution.
- Cloth rags must be machine washed with detergent and machine dried (if contaminated, they must be label for laundry).
- Dispose of protective equipment in hazardous waste container and wash hands with antibacterial soap.

12.0202.02 For routine cleaning of areas daily contaminated with bodily fluids, such as restrooms.

- These areas must be cleaned daily, using cleaning and disinfecting equipment.

- Latex gloves must be worn at all times when cleaning.
- Hazardous waste must be disposed of in designated containers.
- Service areas sinks, toilets, and floors must be cleaned using an approved disinfectant or germicide.
- Protective equipment should be disposed of in hazardous waste containers and hands washed with an antibacterial soap.

12.0203 Hazardous Waste Disposal. Specific labeling such as with the biohazard symbol or the use of red bags or containers is required to warn employees of potential hazards. In disposing of such regulated waste, follow these instructions:

- identify the biohazard symbol or use red bags or containers;
- wear latex gloves at all times.
- collect hazardous waste in the appropriate biohazard bag or red bag with biohazard label;
- the following collection, tie off the bag and place it in a designated area until pick up;
- dispose of gloves in hazardous waste container and wash hands with antibacterial soap.

### **12.03 Hepatitis B Vaccine**

The Hepatitis B Vaccination (HBV) is available at no cost to those staff members at risk, after receiving bloodborne pathogens standards training. A staff member may decline HBV, but may be requested to be vaccinated at a later date. Any staff member who declines HBV will be required to sign a declination statement. Records of staff who have been vaccinated will be kept on file with a list of staff recommended for HBV.

### **12.04 Post Exposure Evaluation.**

Following an exposure, the staff member shall complete an Exposure Incident Report within 24 hours of the incident. The Exposure Incident Report will be forwarded to the designated healthcare professional immediately. The healthcare professional assessing the employee will have a copy of OSHA regulations, 29 CFR 1910.1030.

12.0401 A confidential post-exposure medical evaluation and follow up with a health care professional will be provided following an exposure incident. This will include:

- The exposed employee's blood will be collected and tested for HBV immunity, Hepatitis C and HIV antibody if the staff member consents and testing is medically indicated;
- If possible, testing of the source individual's blood provided the necessary consents are obtained. The results shall be made available to the exposed employee and the employee shall be informed of the applicable laws and regulations concerning the disclosure of identity and infectious status of the source individual;
- Post exposure prophylaxis when medically indicated;
- Counseling;
- Evaluation of Reported Illness.

12.0402 A record of the route and circumstances of the exposure incident will be kept. Incidents will also be evaluated by the Administrative Office and corrective actions taken if possible.

12.0403 The health care professional assessing the employee will provide a completed evaluation within 15 days of the assessment. This evaluation will include information that the employee has been informed of the results of evaluation and told about medical conditions resulting from exposure that may require further evaluation and treatment. All other medical findings will be kept confidential and not be included in the written report to the employer. The employer will also receive a copy of the health care professional's written opinion within 15 days of the completion of the medical evaluation following the exposure incident. This written opinion must include information that the employee has been informed of the results of the evaluation and told about medical conditions resulting from exposure that may require further evaluation and treatment. All other medical findings or diagnoses will be kept confidential by the evaluating health professional and will not be included in the written report provided to the employer.

12.0404 Exposure incidents, including needlestick injuries, will be recorded on the OSHA 200 log and Summary of Occupational Injuries and Illnesses. In addition, staff training will include information on exposure-control reporting and follow-up.

## **12.05 Record Keeping**

12.501 Record Keeping for Employee Training and Medical Care. Records maintained pursuant to this plan shall include:

- names of staff trained, dates and type of training (with staff initials attesting to receipt of training);
- names of staff and dates when HBV administered;
- signed declination;
- routes and circumstances of exposure incidents to determine follow-up corrective actions;
- results of source individual blood testing if available;
- health care professional's written opinion that employee was informed of the evaluation results of a post-exposure medical assessment and the need for further follow-up.

12.0502 Confidentially. All records pertaining to exposure incidents, post exposure follow-ups and HBV and HIV status shall be kept confidential and not disclosed except as required by law or with the staff member's consent, and shall be maintained for thirty (30) years.

Quincy Public Library

## APPENDIX III

### ACCIDENT/INJURY/ILLNESS POLICY

All accidents, however, slight, are to be reported in written form. The Security Officer will fill out an Incident Report (IR) for, on all accidents, injuries, or illnesses of the **public**.

If an **employee** has an accident, sustains an injury, or becomes seriously ill, a Form 45 (Employer's First Report of injury or Illness) will be filled out by the employee or another staff member or security officer witnessing the event, on behalf of the employee.

Copies of the IR's for the public will be kept on file by the Security Officer. The form 45 for employees will be given to the Business Manager or put in her mailbox if she is not at work at the time of the incident. The Business manager will keep the original and fax a copy to the library's insurance company, the City Nurse, the employee's supervisor and the chair of the Safety Committee.

If immediate assistance is needed, the Security Officer or staff member witnessing the incident will call 911. Staff should notify the Security Officer if the Officer is not present. Staff should never offer to drive a member of the public anywhere for medical assistance.

The Security Officer or staff person should stay with the person and tell him/her that assistance is on the way. Do not move the person but try to make him/her as comfortable as possible (e.g. offer a chair, cover with a blanket, depending on what the incident requires.) Staff should not administer any medications from the library supplies. Offering band-aids, paper towels, ice, etc. is fine. If body fluids are present (blood, urine, vomit), wear latex gloves when touching the person. If CPR appears to be necessary, call for help from staff who have been trained. A list of these names is available at all service desks, the office and on the bookmobile. Know where emergency equipment is located and use it when the situation warrants. Remember the Bloodborne Pathogens training and use caution. Clear the area of bystanders and remove any obstacles in the path of Emergency Response Service.

Get the details of the accident or injury (person's name, address and phone number), if possible, but do not reach into the person's pocket, purse, etc. Also get names and addresses of any witnesses. Complete the appropriate IR or Form 45.

Information on the report form must be factual. Staff should not state that the Library was responsible for the accident or injury. The Director or Library Board President will consult with an attorney concerning the matter.

In all cases of accidents, injuries, or illnesses **which cause disruption to library users or staff**, regardless of whether 911 was called, the member of the public involved in the accident, injury, or illness will be provided with a polite explanation as to why he/she **needs to leave the library for the remainder of**

**the day.** This is for the safety and protection of the individual involved, as well as for the public's safety. Incidents could recur and endanger the individual, staff, or the general public. If, in the judgment of the Security Officer or staff member, additional help is needed for the person, a call may be made to family, friend, or social agency to provide assistance. Neither staff nor the Security Officer is medically trained to evaluate incidents such as: 1) whether vomiting was caused by a virus which could be transmitted to others, 2) whether a cut, abrasion or bruise is severe or could produce further complications, or 3) whether someone who fainted or seized could do so again, causing injury to the person or creating liability for the Library. Staff and/or Security Officer may make the determination if the incident meets criteria of disruptive behavior which would result in the person being asked to leave for the remainder of the day.

Peoria Public Library

## **APPENDIX IV**

### **Notice of Library Drug and Alcohol Policy**

The Lillie M. Evans Library District has long recognized that 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 irresponsible use of alcohol by employees is detrimental to library environment. The illicit manufacture, use, possession or distribution of controlled substances, look-a-like 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 library premises, in any library-owned vehicle, 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, 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.

Lillie M. Evans Library District  
Princeville

# APPENDIX V

## SPECIFIC ENFORCEMENT PROCEDURES

### Angry or Irate Patrons

#### RESPONSE:

A. Having to deal with an angry customer may trigger a lack of self-confidence, anger and frustration. The following techniques can help you when facing an angry patron:

1. Remain calm.
2. Listen attentively and gather all information about the complaint.
3. Be aware of how you are speaking. Speak slowly and clearly.
4. Empathize with the customer and try to understand exactly how he feels.
5. Repeat the problem to the customer. If he disagrees, have him repeat the problem, until you both agree.
6. In most cases, by maintaining a calm, firm attitude and by finding suitable alternatives for the customer you will be able to cool down an angry situation and come to a satisfactory conclusion for both the library and the customer.

B. When you understand what the problem is, take some immediate action:

1. If the customer's complaint is legitimate, do something immediately to insure the situation is alleviated. For example, if the customer is complaining about a long unfilled reserve, check to see if it is available on Interlibrary loan or purchase an additional copy.
2. If the customer's complaint is not legitimate and he/she wants you to alter established policy, you need to be firm. Explain the library's policy and show the customer a copy of it, if necessary.
3. Do not argue. Simply explain the library's policy.
4. While remaining firm, try to find alternatives that will alleviate the situation without violating policy. Perhaps you can even ask the customer to help you think of acceptable alternatives.

C. After completing the above guidelines and the customer persists, ask for help from co-workers.

- D. If this does not defuse the situation, then the supervisor should be called. Often angry people will respond more positively to people who are “in Charge.”
- E. If the Department Manager is needed but unavailable, the staff member should take the customer’s name and telephone number, and tell the customer you will refer the problem to the Department Manager as soon as possible.
- F. If necessary, the customer can be referred to the Director or that person’s designee.

Bloomington Public Library

## **APPENDIX VI**

### **PROBLEM: PETS**

#### **RESPONSES:**

1. If a patron brings their pet into the library, ask them to please remove the pet from the library.  
(Seeing Eye Dogs and Hearing Ear Dogs are exempt from this regulation.)
2. Give the patron a copy of the printed library rules and point out the appropriate regulation.
3. If the patron does not remove their pet, ask them to leave the building.
4. If the patron abuses or mistreats pets belonging to the library, warn the patron to stop their actions and show them the posted "DO NOT HURT" sign.
5. If the patron does not comply, ask them to leave the building.
6. In either of the above cases, if the patron will not leave, call the police at 9-673-4521.
7. If animal arrives unattended, call PAWS at 9-686-7297.
8. Notify the Branch/Department head and the Director's Office.
9. File an "Accident, Disturbance, Vandalism Report."

Peoria Public Library

## APPENDIX VII

**PROBLEM:**  
**ASSAULT, BATTERY, OR PHYSICAL THREATS TO PATRONS OR STAFF.**

**RESPONSE:**

1. Stay calm.
2. Do not argue.
3. Try to leave scene, if possible, and alert patrons and other staff to move away.
4. If physically unable to break away, yell for help from nearby co-worker or patrons.
5. The staff member who can get away first, should immediately call **9-911** for police assistance.
6. Try to contain the aggressive patron in one area of the building and prevent them from harming patrons or staff. The staff should alert patrons and ask them to move to another area of the building.
7. After the incident is over, involved staff should file an "Accident, Disturbance, Vandalism Report."

**NOTE:** A person is always legally entitled to defend themselves, or to go to the defense of another person who is being attacked, and should use no more violence than is necessary for immediate safety.

Peoria Public Library

## **APPENDIX VIII**

### **ASSAULT, or PHYSICALLY THREATENING PATRONS**

- A. The key to control in situations where a patron is being physically threatening, or someone is in immediate danger of assault, is TEAMWORK.
- B. Use common sense, act as calmly as possible, and do not argue.
- C. Try to leave the scene, if possible, and alert other staff members and patrons to move away.
- D. A staff member who is physically unable to break away should call out for help.
- E. While it may be physically impossible for an individual staff member to break up an assault, there is always safety in numbers. A person is always legally entitled to use self-defense, or to go to the defense of another person who is being attacked, and is entitled to use the same amount of force as is used by the attacker.
- F. If police are called, the Security Officer or the staff member who handled the situation should complete an Incident Report Form.

Bloomington Public Library

## APPENDIX IX

### Emergency Evacuation\*

By Stevan P. Layne, CPP, CIPM

- 1) Evacuating any public building is a serious matter. If not handled correctly, there is a risk of injury persons involved. Especially persons at risk are minor children.
- 2) Not all evacuations are for fire. Other reasons could include bomb threat, tornado, flooding, chemical spills, electrical outage, structural problems.
- 3) All staff members have a responsibility to assist in a proper evacuation. The decision to evacuate, except in obvious life-threatening situations, is with the chief executive, or his/her designee.
- 4) When an evacuation alert is activated, security officers will report to their assigned area and instruct the public how and where they are to leave. Disabled persons will be assisted to a pre-assigned area, to await evacuation assistance. All elevators will be grounded and secured.
- 5) Any person refusing to will be advised that any refusal to evacuate will be referred to the police. Advise a supervisor immediately if this situation exists.
- 6) Following the departure of visitors and others, begin a systematic sweep of your assigned area. Include all offices, storage areas, restrooms, and closets. Announce completion of a sweep in order by floors to the dispatcher.
- 7) Secure areas that have been cleared and depart by stairwells ad assigned.
- 8) Move to your designated assembly area and report to the senior person present.
- 9) Remain in the area to assist with evacuation or other assigned duties.
- 10) Document all events involved, including special circumstances.

\*Source: Layne, Stevan. The Cultural Property Protection Manual, 2<sup>nd</sup> ed. Layne Consultants, c2002. p.67

## APPENDIX X

### WORKPLACE VIOLENCE POLICY\*

IT IS THE POLICY OF THIS INSTITUTION TO MAINTAIN A SAFE WORKPLACE, FREE FROM ANY THREAT OF ANY PHYSICAL VIOLENCE, EMOTIONAL ABUSE, OR ANY FORM OF INTIMIDATION. EMPLOYEES, CUSTOMERS, VENDORS, OR ANY VISITORS TO THE FACILITY ARE PROHIBITED FROM BRINGING ANY TYPE OF WEAPON, EXPLOSIVE, OR DESTRUCTIVE MATERIAL ONTO THE INSTITUTION'S PROPERTY. EMPLOYEES WILL NOT POSSESS ANY OF THE ABOVE WHILE ENGAGED IN THE INSTITUTION'S BUSINESS. ANY ACTS OF VANDALISM, SABOTAGE, OR THE THREAT OF SUCH ACTS WILL NOT BE TOLERATED. EMPLOYEES ARE ADVISED TO REPORT ANY ACTS OR THREATS OF ACTS WHICH ARE DESCRIBED BY THIS POLICY TO THEIR IMMEDIATE SUPERVISOR. ALL COMPLAINTS, REPORTS, OR ADVISEMENTS WILL BE THOROUGHLY INVESTIGATED. FAILURE TO COMPLY WITH THIS POLICY IS A DIRECT VIOLATION OF THE INSTITUTION'S RULES AND MAY RESULT IN ACTIVATION OF DISCIPLINARY PROCEDURES UP TO AND INCLUDING TERMINATION OF EMPLOYMENT. WHERE CRIMINAL VIOLATIONS HAVE OCCURRED, THE INSTITUTION WILL FILE CRIMINAL CHARGES AND FOLLOW THROUGH WITH PROSECUTION OF THOSE INVOLVED. THIS POLICY IS ADOPTED FOR MUTUAL PROTECTION OF ALL EMPLOYEES AND VISITORS. EMPLOYEES AND OTHERS SHALL NOT BE SUBJECTD TO NOR VICTIMIZED BY THREATS, INTIMIDATIONS, OR ANY FORM OF ABUSE. ALL SUCH ACTIVITIES MUST BE REPORTED IMMEDIATELY, BY CALLING \_\_\_\_\_ . CALLERS MAY REMAIN ANONYMOUS IF SO DESIRED.

\*Management retains the **right to search any, lockers, lunch boxes, backpacks, or other containers**, when there is probable cause to believe this [policy has been violated. Suspected violators should be present when a search of their property is conducted.

\*Source: Layne, Stevan. The Cultural Property Protection Manual, 2<sup>nd</sup> ed. Layne Consultants, c2002. p.67

## APPENDIX XI

### CHILD ABUSE

- A. If a customer witnesses and reports an incident of child abuse, the Security Officer will call the police and encourage the customer to relate the incident.
- B. Staff members who witness incidents of child abuse should call the police.
- C. Section 4 of Abused and Neglected Child Reporting Act (Ill. Rev. Stat. ch. 23, 2054) provides in part as follows:

“In addition to the (above) persons required to report suspected cases of abused or neglected children, any other person may make a report if such person has reasonable cause to believe a child may be an abused child or neglected child.”

Section 9 of that act (Ill. Rev. Stat. ch. 23, 2059) provides in part as follows:

“any person, institution or agency, under this Act, participating in good faith in the making of a report, or in the investigation of such a report or in the taking of photographs and x-rays... shall have immunity from any liability, civil, criminal, or otherwise that might result by reason of such actions. For the purpose of any proceedings, civil or criminal, the good faith of any persons required to report, or permitted to report, cases of suspected child abuse or neglect under this Act, shall be presumed.”

- D. If the police are called, the staff member who handled the situation should complete an

Bloomington Public Library

## APPENDIX XII

### PROBLEM: DISRUPTIVE BEHAVIOR

#### RESPONSE:

1. Examples of disruptive behavior include:
  - A. a man cursing at the top of his lungs;
  - B. an adult loudly singing along with music on a machine playing it;
  - C. children pounding on windows from outside the building;
  - D. loud noisy conversations among groups of students.
2. Indications of disruptive behavior when not actually observed include:
  - A. patrons moving away from another patron;
  - B. patrons staring at another patron;
  - C. patrons looking at other staff members as a form of complaint.
3. Approach the individual behaving disruptively; explain that the behavior is inappropriate, and ask that the behavior be stopped at once.
4. Give the patron a copy of the library rules, and point out the applicable rule.
5. If the behavior continues, tell the offender again that they must stop the problem behavior or they will be asked to leave the library.
6. If the behavior persists, tell the person to leave the library.
7. If the patron still continues to act disruptively and refuses to leave the building, call the police.
8. In the case of students, obtain their names and report the behavior to their principal.
9. File an "Accident, Disturbance, Vandalism Report".

Peoria Public Library

## **APPENDIX XIII**

### **PROBLEM LOITERERS**

#### **RESPONSE:**

1. Ask if assistance is needed.
2. If the loitering is disturbing staff or other library patrons, give the person the printed library rules, pointing out the library's regulation against loitering.
3. Warn the patron that the police will be called.
4. If the behavior persists, call the police.
5. Notify the Branch/Department Head and the Director's Office.
6. If you have proceeded as far as step 2 above, or further, file an Accident, Disturbance, Vandalism Report.

Peoria Public Library

## APPENDIX XIV

### PROBLEM CHILDREN MISBEHAVING IN THE LIBRARY RESPONSE:

1. Tell the child to stop in a very firm manner.
2. If the child persists, locate the parents or other adults responsible for them and give them a copy of the "Rules of the Library" pointing out the appropriate rule.
3. If the child continues to persist, ask the parents or guardian to leave the library, taking the child with them.
4. Complete and file an "Accident, Disturbance, Vandalism Report."
5. If the child is left unattended, see **CHILDREN LEFT UNATTENDED IN THE LIBRARY.**

Peoria Public Library

## APPENDIX XV

LILLIE M. EVANS LIBRARY DISTRICT  
January 17, 2003

John and Jane Evans  
207 N. Walnut Ave., PO Box 349  
Princeville, IL 61559

Dear Mr. And Mrs. Evans:

On Wednesday, August 14, 2002, the library staff called Peoria County Sheriff's Department because your daughter Lillie was behaving in a disruptive manner that was in violation of the library conduct ordinance. A copy of the ordinance and the policy that supports it are enclosed. Lillie was asked to behave more appropriately by a staff member. When she continued to be in violation of the policy, she was asked to leave the library. She did not do so, at which time the police were called to enforce the ordinance. Lillie will be barred from the library for a thirty-day period beginning XXX and ending XXX.

Sincerely,

Joanne R. Cox  
Library Director

## APPENDIX XVI

### CHILDREN DISRUPTIVE

- A. Groups of children who become loud or noisy should be told in a firm that this behavior is inappropriate in a library and is disturbing to others. Explain this is their first warning and that they will be asked to leave if a second incidence occurs.
- B. If the problem persists, the Security Officer or staff member will ask the children to leave the library for the remainder of the day.
- C. Programs for children (story hours, puppet shows, etc.) may present a problem. If patrons complain about the noise level, explain the circumstances.
- D. Children running and playing throughout the library are hazardous to themselves and others and should be stopped at once.
- E. Children should not be allowed to play with or misuse the elevator, microfilms reader/printers, typewriter, photocopy machines, theft detection system or any other equipment in the library.
- F. If parents have accompanied children who become disruptive but fail to correct their behavior, the staff member should first speak to the children.
- G. If the behavior continues, the staff member should inform the parent(s) that their children are disturbing others, and will have to leave if the disturbance continues.
- H. The use of the library as a temporary baby-sitting service is not allowed. The library does not provide such a service and cannot be responsible for for children. See: Unattended Child Policy.

Bloomington Public Library.

## **APPENDIX XVII**

### **PROBLEM CHILDREN WHO HAVE DISAPPEARED FROM THE LIBRARY**

#### **RESPONSE:**

1. Get the child's name, age, and physical description from the parents or guardian.
2. Telephone each department in the building.
  - A. Explain the situation;
  - B. Describe the child;
  - C. Ask the staff member to search the department, including any separate areas adjacent to that department, e.g. rest rooms, group study rooms;
  - D. Ask the department staff member to telephone the outcome of his search back to you.
3. (Lakeview and Main only) If the child has not been found after the search, ask the circulation staff to page on the PA system.
4. If the child still has not been found, assist the parents/guardian in calling the police.
5. Remain with the parents/guardian until the police arrive.
6. Complete and file an "Accident, Disturbance, Vandalism Report."

Peoria Public Library

## APPENDIX XVIII

PROBLEM:  
**CHILDREN LOST AT THE LIBRARY**

RESPONSE:

1. Comfort and reassure the child.
2. Ask the child where his parents are, what they were studying.
3. Try to identify and locate the child's parents or the adults responsible for them.
4. Explain firmly the library policy on unattended children.
5. If the parents or adults responsible for the child cannot be located, call them at home.
6. If the parents or other responsible adults cannot be contacted, call the police.
7. **Remain** with the child until the police arrive.
8. **UNDER NO CIRCUMSTANCES SHOULD A STAFF MEMBER DRIVE THE CHILD HOME.**

Peoria Public Library

## APPENDIX XIX

### PROBLEM: OFFENSIVE ODOR

#### RESPONSE:

1. Call Director's Office.
2. If a person's odor is so strong that it is offensive to staff and other patrons, quietly ask the individual to leave the library and not return until they have cleaned up.
3. Write down the name and address of institutions where the patron may obtain a free bath and/or clothing.
4. Tell the patron they are welcome to return to the library as soon as they are clean and have clean clothing.
5. The following are social institutions where individuals may obtain free or very low cost clothing and free or low cost baths.

COMMON PLACE  
Some free clothing.

FRIENDSHIP HOUSE

GOODWILL INDUSTRIES

NEIGHBORHOOD HOUSE

PEORIA RESCUE MISSION  
Free showers (4:30 p.m. is the best time) primarily for men.

SALVATION ARMY

SOUTH SIDE MISSION

YMCA  
\$.75/shower, \$.50/towel Low cost clothing.

Peoria Public Library

## **APPENDIX XX**

### **PERSON IN NON-PUBLIC (STAFF ONLY) AREA**

- A. Inform the person that the area is not for public use and they must leave the area.
- B. If the person refuses to leave the non-public area, call the police.
- C. If the police are called, the staff member who handled the situation should complete and “Accident, Disturbance, Vandalism Report” form and file with the Director’s Office and their Department head within one working day.

### **PERSONS IN the BUILDING WHEN the LIBRARY IS NOT OPEN**

- A. Approach the person and ask if he/she needs assistance.
- B. Inform the person of library hours and ask that he/she return during proper hours.
- C. If the person refuses to leave, call the police.
- D. If the police are called, the staff member who handled the situation should complete and “Accident, Disturbance, Vandalism Report” form and file with the Director’s Office and their Department head within working day.

Bloomington Public Library

## **APPENDIX XXI**

**PROBLEM:  
PATRON IN NON-PUBLIC AREAS OF THE LIBRARY  
WITHOUT PERMISSION**

**RESPONSE:**

1. Approach the patron and ask:
  - Are you lost?
  - Do you need assistance?
  - Do you have permission to be here?
2. If the patron is lost, help them find the department they want.  
Supply whatever assistance or direction is possible.
3. If the patron has permission to be in that area, leave them alone.
4. If the patron does not have permission to be in the area, make sure the patron returns to the public area.
5. If the patron does not cooperate, call the police at 9-911.

Peoria Public Library

## **APPENDIX XXII**

### **PROBLEM**

## **SEXUAL DEVIANTS-GIRL/BOY WATCHERS**

### **RESPONSE:**

1. If someone is watching or following a staff member or a patron in a suspicious manner, get a general description of the person's height, coloring, age, build and attire.
2. Verify that the person is actually following/staring, if possible. Move to another area of the room and note if the suspect moves with you.
3. Notify fellow staff and Branch/Department head, and give them your description of the individual, so that they may be on watch.
4. If appropriate, give a copy of the printed library rules to the offender and point out the rules against loitering and harassment, depending on the circumstances.
5. File an "Accident, Disturbance, Vandalism Report."

Peoria Public Library

## APPENDIX XXIII

### PROBLEM: **SLEEPING**

#### RESPONSE:

1. Use discretion in approaching a sleeping patron.
2. **DO NOT** physically touch or shake the patron.
3. Awaken the patron by voice or by loud noises, e.g. dropping a book on the table.
4. Ask the patron if they feel all right or need assistance.
5. If the patron needs help, call 9-1-1 for the police or Emergency Response Service. If the patron was merely sleeping, give them a copy of the printed library rules, and point out the **NO SLEEPING** rule.
6. Tell the patron that they must stay awake or be asked to leave the building.
7. Check back in approximately 10 minutes.
8. If the patron is sleeping again, awaken them and ask them to leave the library.

Peoria Public Library

## APPENDIX XXIV

### PROBLEM: THEFT OF LIBRARY MATERIALS AT THE THEFT DETECTION SYSTEM.

#### RESPONSE:

1. If the alarm of the theft detection system is triggered by a person leaving the library, staff has legal and “reasonable” cause to detain them.
2. Ask the patron to step back.
3. Charged out materials should be de-sensitized again.
4. Request that the patron go through the gate again.
5. If the gate sounds again, ask the patron to step back once more.
6. Ask if the patron has any library materials that may have not been checked out, or if they are carrying metal objects that might set off the alarm.
7. If the materials are **FOR REFERENCE ONLY**, explain that these rarely leave the library, and refer the patron to the Reference Desk or the Department head.
8. If the materials circulate but are not checked out explain that a record must be kept of all materials that leave the library, and charge them out to the patron, providing that he/she has a library card.
9. If the patron does not have a valid library card, explain the requirements for getting a card, and assist the patron in filling out the application.  
Charge the materials to the patron.
10. Have the patron go through the gate again, while you watch, regardless if they have handed items over to you or not.
11. If the alarm still sounds, ask to see the inside of the patron’s coat, jacket, briefcase, shopping bag, etc.
12. If the materials causing the alarm are located, determine whether theft and intent are provable, and call the police **9-911**.
13. Notify Branch/Department head and the Director’s Office.
14. File an “Accident, Disturbance, Vandalism Report

Peoria Public Library

## APPENDIX XXV

### PROBLEM: THEFT OF LIBRARY MATERIALS OR LIBRARY PROPERTY.

#### PROOF OF THEFT:

1. The subject has taken away or attempted to take away property of value.
2. The subject is in possession of that property.
3. The subject intended to steal the property.

#### PROOF OF INTENT:

1. Intent is most commonly demonstrated by the concealment of property.
2. Concealment means having or carrying the item in a place or manner in which it would not ordinarily be kept.

#### EXAMPLES:

A patron attempting to leave the library with a briefcase containing materials not checked out.

A patron attempting to leave the library with materials under his/her clothing or covertly wrapped in something.

#### RESPONSE:

1. If a patron attempts to leave the library with materials that have not been properly checked out, **DO NOT** assume that theft was the intent.
2. Approach the patron pleasantly and ask if they forgot to check out the library materials.
3. Determine whether the patron has been merely absentminded or ignorant of procedures. Determine if they have willfully violated the law with "possession" and "intent to steal." This determination must be clearly evident and provable.
4. Get help and ask the suspect to surrender the concealed library property, or the police will be called.
5. If the material is not handed over to you, stay with the suspect while a co-worker calls the police at 9-911.
6. **DO NOT** physically detain the suspect, should they attempt to leave.
7. Be firm and try to convince the individual to remain or to hand over the library materials.

- 8.** If the suspect leaves before the police arrive, give the officer the suspects name, if known, and a general description – age, height, coloring, build, attire, etc.
- 9.** Have the police arrest the suspect.
- 10.** Notify the Branch/Department head and the Director's Office.
- 11.** File and Accident, Disturbance, Vandalism Report.”

Peoria Public Library

## APPENDIX XXVI

### PROBLEM: THEFT

### RESPONSE:

1. When a person reports a purse or other valuables missing or stolen, verify that the item has been stolen and not merely misplaced. Have them check their car and retrace their steps.
2. Notify the police at **9-XXX-XXXX** and ask the patron to wait until the police arrive.
3. If the item is not found, assist the patron in searching the building, including restrooms and especially the wastepaper containers. Suggest that the patron also check outside the building, in the shrubbery for example.
4. Assist the patron in whatever way possible, including use of the phone.
5. Get the name and telephone number of the patron and give it to the Circulation Desk, and Director's office in case the item is eventually located.
6. At main, ask the Circulation staff to make the announcement about purses and personal belongings left attended.
7. File an "Accident, Disturbance, Vandalism Report."

Peoria Public Library

# APPENDIX XXVII

## LIBRARY POLICY ON UNATTENDED CHILDREN AND/OR DISRUPTIVE BEHAVIOR

POLICY STATEMENT: Parents are responsible for their children's behavior while the children are in the Library. Parents who leave children under the age of nine in the Library must make sure that these children are accompanied by another person, nine years of age or older. Disruptive children, nine years of age or older, will be asked to leave the Library after receiving one warning.

### I. CHILDREN UNDER NINE YEARS OF AGE LEFT UNATTENDED

1. If it is determined that a child is lost or has been left unattended, a staff member should bring the child to the person in charge of the department where the child has been found.
2. The staff person should try to identify and locate the parent or responsible older person by;
  - a. Walking around the Library with the child, looking for the parent or older person.
  - b. Paging the child's parent or the older person, if this name is known; if this name is not known, paging by using the child's name, if the child's name is known.
3. The staff member should explain clearly and firmly, when the parent or older person is located, what the Library policy is on unattended children.
4. If the parent or an accompanying older person is not found in the building, staying with the child until the parent can be located through searching the database, phonebook, or city directory.
5. Under no circumstances shall a staff member take the child out of the building.

### II. DISRUPTIVE BEHAVIOR

1. **DISRUPTIVE *ATTENDED* CHILDREN UNDER AGE OF NINE**
  - a. Staff members will ask children who are being disruptive to behave. This constitutes a warning.
  - b. If the children's disruptive behavior continues, a staff member will inform the parent that their child is disturbing others.
  - c. If the parent refuses or is unable to control the child, the family will be asked to leave.

Quincy Public Library

## APPENDIX XXVIII

### PEORIA HEIGHTS PUBLIC LIBRARY POLICY ON UNATTENDED CHILDREN AND PATRON CONDUCT

The Board of Trustees and staff of the Peoria Heights Public Library invite children to visit the library to use the materials and enjoy the programs. To provide for the general welfare and safety of all people using the library, parents, a responsible adult or legal guardian must accept the responsibility of supervising their children while they are here.

All children who are unattended must have a related purpose in visiting the library – finding a book, reading a book, doing homework. The library is not to be used as a babysitting service.

Children age 5 or under shall, at all times, be attended by an adult or mature adolescent. Children ages 6 and 7 may be left unattended in the library up to 30 minutes, except during special programs when they may be left for the duration of the program. Children age 8 and older may use the library unattended.

People who do not adhere to this policy will be asked to leave the library. Continued disruptive behavior or leaving children unattended will result in the loss of library privileges.

If any patron is creating a disturbance or causing problems in the library, the library staff has the authority or right to tell that patron to leave the library. If that patron refuses to comply and continues to cause problems, the police can then be contacted to eject that patron from the library.

Reviewed and reconfirmed – June 9, 1998

Peoria Heights Public Library

## APPENDIX XXIX

### UNATTENDED CHILDREN

The safety and well being of young people left unattended at the library is a serious concern. Young pre-school children left alone may become frightened or anxious. Older children cannot be expected to deal with a small child who is frightened, tired or ill.

Our staff is happy to serve children of all ages, but cannot supervise children while carrying out their many work responsibilities.

**Parents/Guardians will be notified if their children are left unattended and require supervision. If a child is being disruptive, that child may be asked to leave the library for the day. If unattended children are still in the library at closing time, the police will be notified.**

We appreciate your cooperation in making the library a safe and happy place for your children.

Peoria Public Library

## **APPENDIX XXX**

ADOPTED:091197  
REVIEWED:010903

### **LILLIE M. EVANS LIBRARY DISTRICT UNATTENDED AND UNSUPERVISED CHILDREN IN THE LIBRARY POLICY**

The Staff and Board of Lillie M. Evans Library District are committed to the welfare and safety of all children who visit the library. Young children who are left unsupervised are a source of concern to the library. Issues of safety, liability, and responsibility motivate the library to address this potentially serious problem. Also, young children who are not under the direct supervision of an adult may be injured or may damage library equipment and materials and be disruptive to others using the library. Therefore, it is the policy of the Board of Trustees of the Lillie M. Evans Library District that children five (5) years and under must be accompanied by an adult and remain with the adult at all times while in the library.

If a child is being destructive and/or disruptive, a staff member will take the child to the adult and inform the adult of the unacceptable behavior. The adult will be instructed that the child must be physically kept in hand. If the child continues to be destructive and/or disruptive, the staff member will ask the adult to remove him/her from the library at this time. The adult will be invited to return with the child when the child is more controlled. Adults should be informed that damages will be assessed for repeated incidents of destructive behavior.

While unattended children above the age of five (5) may use the library without supervision, the parent remains responsible for the child's behavior in the library. When children are left at the library for long periods of time, the child's boredom and fatigue may lead to behavior that disrupts services.

If the staff members observe a child or children engaged in disruptive behavior, the following procedure will be followed: the parent will be notified. Notification will be by telephone if possible, and the parent will be asked to come and remove the child. If a parent cannot be reached, an attempt will be made to reach an adult relative. If a responsible adult cannot be located within an hour, the police will be notified. Under no circumstances shall a staff member take the child out of the building.

Lillie M. Evans District  
Princeville

## APPENDIX XXXI

### MORTON PUBLIC LIBRARY 315 W. PERSHIN-MORTON, ILLINOIS 61550 PHONE 309/263-2200

Dear Parent:

For a child to be left alone in a public place after closing time is both frightening and dangerous for the child. To avoid this situation we offer the following suggestions:

1. To insure your child's safety, please arrange to pick up your child before closing time. The library closes at:  
  
9:00 PM Monday, Tuesday, Wednesday, Thursday  
6:00 PM Friday  
5:00 PM Saturday
2. To insure your child's safety, please be sure your child has 20¢ to make a phone call for a ride.
3. To insure your child's safety, please have a friend or a relative your child could call for a ride if you are delayed by unforeseen circumstances.
4. To insure your child's safety, please feel free to call the library to tell Your child you will be late. Library staff will make a call for your child if necessary.

Above all, we share your concern for the emotional and physical well being of your child. By working together, we can insure that your child's experience at the library will be both educational and safe. We appreciate your consideration.

Sincerely,

Janice E. Sherman, Director  
Board of Trustees

P.S. For your child's safety, arrange to pick up your child BEFORE closing time and have a back up plan incase you are delayed.

## **APPENDIX XXXII**

### **Unattended Child Policy**

Parents are responsible for the behavior of their children while the children are in the library or Bookmobile. The Bloomington Public Library staff is committed to helping children with activities related to the Library. However, it is not staff responsibility to serve as babysitters, teachers, caregivers, or disciplinarians. Whenever advisable, the library staff will notify the parent of an unattended child.

When safety of an unattended child is in doubt, when the child is disruptive, or when the parent or responsible caregiver cannot be located, the Library staff or the security officer is authorized to call the police. The security officer or a staff member will stay with the child until the police arrive.

From time to time, Bloomington Public Library provides programs which are designed and suitable for attendance by children without parental supervision. Such program announcements will so indicate. In this case, the parent or caregiver may leave word at the Children's Room Desk as to their whereabouts and, if possible, a phone number where they can be contacted. If there is no indication that children may attend the program alone, parental supervision is strongly recommended.

In the event that a young person is still at the Library 15 minutes after the Library closes to the public, the security officer will call the police to pick up the young person. Attempts will be made during that time to reach the parents. In no instance will staff take the young person home or stay with the child at the Library after the Library is closed.

Children, just as all library customers, are subject to other Library rules and policies concerning behavior, conduct, and demeanor.

Bloomington Public Library

## **APPENDIX XXXIII**

### **PROBLEM: VANDALS, AND PATRONS WITH DESTRUCTIVE BEHAVIORS**

#### **ILLINOIS CRIMINAL LAW**

“Criminal mutilation or vandalism of library materials, when the aggregate damage or loss of the materials which are subject of such mutilation or vandalism does not exceed \$300, is a class A misdemeanor,” (Chapter 720 ILCS 5/16B-5 (d))

#### **EXAMPLES**

Deliberately cutting, tearing or marking on library materials.  
Defacing of walls or furniture.  
Damaging furniture or facilities, such as restrooms.  
Breaking windows.  
Grinding out cigarettes on floor.

#### **RESPONSE:**

1. Use caution when approaching patrons with destructive behavior.
2. Tell the individual to stop at once.
3. Inform them that their actions are against the law.
4. Report the incident immediately to the Branch/Department Head.
5. If the police are not called, restitution may be discussed and/or determined by the Branch/Department Head and other appropriate staff of the library.
6. If the patron with the destructive behavior is obviously not approachable, call the police at 9-911 immediately.
7. Arrest power is exercised only when vandalism has been observed and is committed in the presence of the person signing the citation or making the arrest.
8. Notify the Branch/Department Head and the Director's Office.
9. File an “ Accident, Disturbance, Vandalism Report.”

Peoria Public Library

## APPENDIX XXXIV

### VANDALS and DESTRUCTIVE PATRONS

- A. The library staff has a right and duty to protect public property. Examples of destructive behavior by patrons are:
  - 1. Destroying or defacing library materials, including the slicing of pages from books, periodicals and newspapers.
  - 2. Vandalizing library property, including defacing walls and furniture, damaging facilities (such as restrooms), breaking windows, etc.
- B. Vandals or destructive patrons can be careless or thoughtless; others can be dangerous. The staff member must size up the situation and decide the best method of handling it.
- C. If a staff member observes or receives a report that someone is defacing or destroying library property, the staff member should tell the individual his actions are against the law and he must stop at once.
- D. If it is determined that the patron has vandalized library property, the incident should be reported to the person-in-charge who should discuss with the patron means of restitution.
- E. If a staff member observes or receives a report that a patron is maliciously destroying library property, and is obviously not approachable, the staff member should call the police immediately. The library will prosecute anyone who maliciously destroys library property but arrest power can only be exercised when the vandalism has been observed and is committed in the presence of the person signing the citation or making the arrest.
- F. If the police are called, the staff member who handled the situation should complete an "Accident, Disturbance, Vandalism Report" form and file with the Director's Office and their Department Head within one working day.

Bloomington Public Library

## APPENDIX XXXV

### PROBLEM: VERBAL ABUSE OF THE STAFF

#### RESPONSE:

1. Remain calm, and remember that the abuse is not directed at you personally.
2. You do not have to listen to obscene language.  
Tell the patron: "Your language and behavior are not appropriate in the public library and are causing a disturbance. You must stop, or leave and come back after you have calmed down."

If you have obscene language on the telephone, tell the caller, "Your language is inappropriate," and hang up.

3. Another staff member should monitor the situation and intervene, if needed.
4. **DO NOT** argue, if the patron becomes abusive. Tell them: "You will have to leave the library, or I will call the police."
5. If the patron refuses to leave, call the police at 673-4521.
6. Notify the Branch/Department head and the Director's Office.
7. File an "Accident, Disturbance, Vandalism Report."

Peoria Public Library

# APPENDIX XXXVI

## MODEL LIBRARY INTERNET POLICY

Model Policy for Public Libraries within the scope of the “Neighborhood Children’s Internet Protection Act” but NOT CIPA. The consideration and adoption of an effective “Internet Safety Policy” under the Act, requires a reasonable public notice and at least one (1) public hearing regarding the policy. The following language is proposed for your consideration and use in this requirement, with some optional language contained in brackets.

### “Library Internet Policy and Agreement”

Welcome! We are pleased to be able to offer Internet access in our Library! Please read the following policy carefully as it discusses the Library’s rules and regulations regarding Internet use in the Library and in compliance with federal law. Your cooperation is appreciated.

### Users Guide to the Internet as a Resource

Remember the Internet is a collection of information not produced nor endorsed by the Library. The Internet has become an invaluable tool for research, communication, and entertainment. However, please keep the following in mind.

1. Information obtained via the Internet may or may not be reliable and may or may not be obtained from a reliable source.
2. Information obtained via the Internet may or may not be accurate.
3. Information obtained via the Internet may or may not be current.
4. Information obtained via the Internet may be considered controversial or offensive by some Library patrons.

This Library encourages all Library patrons to be informed users and carefully evaluate any information obtained via the Internet. Library staff members may help you evaluate certain types of Internet sources, but are not trained to provide definitive analysis of specific sources or sites.

This Library is not responsible for damages, indirect or direct, arising from a Library patron’s reliance, citation, or other utilization of Internet information resources.

### **[Optional CIPA-like filtering provision: “Internet Filtration”**

All/Some Library computers are equipped with Internet filtration devices that are designed and intended to block sites deemed to be inappropriate for general audiences. Adults (over the age of 16) may request that a certain site be unlocked, for bona fide research or other lawful purposes. Granting such a request is ALWAYS up to the discretion of the Library staff and may be denied for any reason in order to comply with Library policy or otherwise. Minors under the age of 17 years old are not allowed to access a computer with unfiltered Internet access at any time. Minors under the age of 17 years old may

NOT accompany an adult who is accessing a computer with unfiltered Internet access at any time.

All Internet filtration devices installed on library computers have been purchased from a commercial vendor. The Library does not maintain that the installed filters effectively filter all or any inappropriate materials from access within the Library. The Library is not responsible for damages, indirect or direct, arising from access, whether voluntarily or involuntarily requested, to inappropriate or offensive Internet sites within the Library, regardless of the age of the user or whether arising from the deficiency of the filter or its installation.”]

### **Access of Use of the Library’s Connections and Networks by Adults**

**The Library recognizes that electronic information on the Internet may contain material that is inappropriate or offensive to children as well as patrons of all ages. The Library requires that all Library patrons using the Library’s Internet connection do so within the guidelines of appropriate and acceptable use. The following are unacceptable:**

- 1. Any use of electronic information which results in the harassment of others;**
- 2. Use of electronic information networks in any way which violates a Federal or State law;**
- 3. Unauthorized duplication of protected software or licensing agreements, including but not exclusively, any “hacking;”**
- 4. Destruction or damage to or unauthorized alteration of the Library’s computer equipment;**
- 5. Behaving in a manner that is disruptive to others;**
- 6. Accessing child pornography;**
- 7. Accessing material depicting offensive sexual conduct which lacks a high level of artistic, political, or scientific value; and**
- 8. Any unauthorized disclosure, use and dissemination of any personal identification information regarding minors.**

**The Library reserves the right to classify any action, access, or operation on the Internet inappropriate and ban its use by patrons.**

### **Access and Use of the Library’s Internet Connection and Networks by Minors Under the Age of 17**

**All access and use restrictions applicable to adults are also applicable to minors. In addition, the following are specifically unacceptable for minors:**

- 1. accessing any inappropriate matter on the Internet; and**
- 2. accessing any picture, image, visual depiction, description, or representation exhibiting qualities of nudity or sexual acts or contact. Exceptions are rare and are only appropriate when images possess overwhelming artistic, political, or scientific value.**
- 3. [Optional CIPA like: “accessing any computer within the Library at any time which does not have an active Internet filtration device in place”].**

**The Library reserves the right to classify any action, access, or operation on the Internet inappropriate and ban its use by minor patrons.**

**Parents are expected to monitor and supervise their children's use of the Internet in the Library. Parents are encouraged to discuss with their children issues of appropriate use and Internet safety. [Option: "Please be advised that the Library does NOT filter all websites deemed to be inappropriate for very young children. Advanced filtration may be available for young children desiring Internet access."]**

### **Privacy on the Internet**

**The Library will make every effort to allow Library's patrons to privately use the Internet in the Library. However, [Optional (schools only): "the Library is mandated by federal law to provide for monitoring a minor's use of Internet access, and therefore"] the Library reserves the right to supervise [minor's, under the age of 17,] patrons' use of the Internet to reasonably ensure compliance with Library Internet policies by [minors] all patrons. The Library reserves the right to request an explanation or otherwise inquire as to when a patron is found to be accessing material a Library staff member reasonably believes to be beyond compliance with Library Internet policy.**

**[Option: "Email, Instant Messaging and Internet Chat**

It is the policy of the Library to permit its users to engage in forms of direct electronic communication known as electronic mail ("Email"), instant messaging and Internet chat. However, such use by minors under the age of 17 may be monitored from time to time and in the event Library staff believe a minor's safety is at risk, such privileges will be suspended or revoked."]

### **Violation of Policy**

**The violation of any of terms of the Library's policy may result in suspension or revocation of Library Internet access privileges or even the suspension or revocation of general Library use privileges. Please act responsibly!**

Name (Please Print)

\_\_\_\_\_

Last

\_\_\_\_\_

first

**Registration and User Agreement**

1. I have read the policies concerning the use of the Internet in the Library;
2. I understand that copyright laws restrict the duplication of copyrighted materials and will follow all copyright laws;
3. I understand that if I fail to abide by the Library's Internet policies I can lose my eligibility for use of this service or even use of the Library;
4. I understand and acknowledge that the Internet contains material of a controversial nature [Option: including pornography, obscenity, excessive violence, inflammatory or dangerous material], and that the Library has no control over the Internet and assumes no responsibility for the content, quality, accuracy, appropriateness of any Internet resources; and
5. [Option, for when filters are used: "I understand that the filters installed on the library computers may or may not be effective in blocking voluntary or involuntary access to inappropriate or offensive material and, by this agreement, release and discharge the Library from any direct or indirect liability resulting from such access."]

\_\_\_\_\_ Date: \_\_\_\_\_

Signature

**For Patrons Under the Age of 17:**

As the parent or guardian of \_\_\_\_\_ I give permission for my child to use the Internet connection at the Library, with the understanding that I am responsible for monitoring my child's appropriate use of this service and that I am responsible for any damages that may occur and that I have read, understand, and agree to the above statements. [Option when filters are used: specifically including any deficiencies in the performance or installation of blocking filters].

Parent or Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Prepared by Philip B. Lenzini, Attorney