

South Holland Public Library

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3.0 PATRON USE OF LIBRARY FACILITIES

The purpose of the *Library Facilities Policies* is to ensure the South Holland Public Library has a pleasant and productive environment for its users for study, research, and recreational purposes. All patrons shall have a fair and equitable opportunity to the quiet use and enjoyment of the Library's services, materials, and facilities without being subjected to unreasonable interference or disturbance by others. The Library is responsible for establishing rules of conduct to protect the rights and safety of Library patrons, volunteers, and staff, and for preserving and protecting the Library materials, equipment, facility and grounds.

3.1 RULES OF BEHAVIOR

For the comfort and safety of patrons and staff, and the protection of Library property, the following actions are examples of conduct prohibited on Library property:

1. Engaging in activity in violation of Federal, State and local or other applicable law, or Library policy.
2. The possessing or using weapons on Library property and in the course of Library-related activities except for law enforcement and/or security personnel while engaged in official duties. *(3.11 Weapons)*
3. Bringing hazardous materials and substances onto Library premises except for Library business. Those substances considered to be hazardous materials shall include, but shall not be limited to:
4. Any explosive or flammable material.
5. Any chemical or toxic substance.
6. Infectious or biologically hazardous materials.
7. Being under the influence of alcohol and/or drugs, and/or selling, using, or possessing alcohol/or illegal drugs.
8. Verbally or physically threatening or harassing other patrons, volunteers, or staff.
9. Viewing materials that may be disturbing or offensive to others within viewing distance.
10. Wearing or displaying clothing, symbols, or any other item that could result in the harassment or intimidation of others.
11. Failing to provide proper supervision of children age 17 years and younger. *(Section 3.2 Unattended Children)*
12. Distributing leaflets, survey-taking, collecting signatures on petitions, soliciting, fundraising, proselytizing and similar activities. *(Sections 3.6 Solicitation and Selling; 3.7 Petitions; 3.8 Surveys)*

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13. Sharing of Library card or barcode numbers.
14. Mutilating Library materials by marking, underlining, removing pages, removing electronic detection devices, or in any way defacing Library property. This includes, but is not limited to, furnishings, walls, equipment, elevators, etc.
15. Removing Library materials without Library staff authorization.
16. Tampering with or intentionally damaging Library computer hardware, software, printers, operating systems or other associated equipment.
17. Entering unauthorized areas, remaining in the building after closing or when requested to leave (1) during emergency situations, (2) due to disruptive behavior.
18. Exhibiting disruptive behavior such as fighting or challenging to fight, pushing, shoving, throwing things, rowdiness, running, excessive noise, vandalism or such behavior not in accordance with normal use of the Library.
19. Gambling.
20. Littering.
21. Loitering.
22. Animals are not permitted in the library, except for service animals as described in Section 3.11 *Service Animals* below and/or for the purpose of library programming.
23. Bringing in garbage, articles with a foul odor, or articles that, alone or in their aggregate, impede the use of the Library by other users.
24. Blocking entrances, exits, stairways, or aisles by individuals or their personal property.
25. Shaving, bathing, and laundering clothes in the Library restrooms.
26. Using audible devices without headphones or with headphones set at a volume that is disturbing to others.
27. Using cell phones and other electronic devices that impinge on the rights of others is considered disruptive behavior.
28. Smoking, including e-cigarettes, and the use of tobacco products is allowable only outside the building, 15 feet beyond the Library entrances. (*Section 3.12 Smoking and Tobacco Products*)
29. Entering the Library with uncovered beverages. Coffee cups with lids, water or soft drink bottles with screw-on tops, and drink containers with a lid and straw are examples of acceptable covered beverages. (*Section 3.3 Food and Drink*)

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30. Consuming food in the Library other than in the west and east foyers on the main level and in the Teen and Story Time areas on the lower level. (*Section 3.3 Food and Drink*)
31. Concealing Library materials for the exclusive use of an individual or group.
32. Refusing to abide by Library rules regarding the return of materials and payment of fines and bills.
33. Using roller skates, roller blades, skateboards, hover boards, Heelys and Heely-type shoes, cleats, and other similar equipment may not be worn in the Library or used on Library property.
34. Entering the Library with equipment that may present a hazard. This includes, but is not limited to, bicycles, grocery carts, etc.

In addition:

- The Library reserves the right to inspect the contents of all bags, purses, briefcases, and backpacks, etc. for Library materials.
- The Library is not responsible for any personal property left unattended.
- Patrons must wear clothing, including shirts and footwear.
- Patrons whose bodily odor is so offensive as to constitute a nuisance to others may be required to leave the building.
- Patron use of Library telephones is prohibited except in the case of an emergency and is only allowed at the discretion of Library staff.
- The Library reserves the right to impose time limits upon continuous use of Library equipment.

3.1.1 Enforcement of Rules

Persons who violate the above rules are subject to withholding of Library privileges as follows:

1. Patrons may be given a verbal warning when they are in violation of the Rules of Behavior. A Staff Member and/or Security Officer may then require the patron to leave the Library for the rest of the day.
2. Any person may, without prior notice or warning, be required to leave the Library if his/her presence or conduct is severe enough to warrant such action.
3. Library Staff Members and/or the Security Officer may contact the South Holland Police Department for assistance when deemed necessary. Police will be contacted if patron(s) fail to leave the building at closing time or after being told to leave for causing a disruption of service or engaging in unacceptable behavior.
4. Serious or continued violations may result in a suspension of Library privileges by the Library Director for up to thirty (30) days.

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5. The Board gives the Library Director full authority to make all decisions concerning banning patrons. The Library Director may also delegate authority for banning decisions when necessary.
6. Persons whose Library privileges are withheld for more than one (1) month may appeal to the Board of Library Trustees by communicating in writing within thirty (30) days after receiving the Library's mailing of notice of withholding privileges. The Board shall receive and review the appeal at the next regularly scheduled meeting and respond in writing within ten (10) days following the meeting.
7. In cases of damage inflicted on Library property, borrowing privileges of all those at the same address as the one inflicting the damage will be stopped until payment in full has been received by the Library. An incident report shall be prepared for the Library Director.

This section revised by the Library Board on 09.24.2018.

3.2 UNATTENDED CHILDREN

The South Holland Public Library welcomes library use by children. Staff members are available to assist children with library materials or services. The Library desires to provide a safe and appropriate environment for visitors of all ages. The Library, however, is a public building with staff trained to provide public library services. The Library is not equipped—and it is not the Library's role—to provide long- or short-term child care.

For the safety and comfort of children, a parent/guardian/caregiver should accompany children while they are using the Library. While in the Library, parents and caregivers are responsible for monitoring and regulating the behavior of their children.

Children are defined as a person age 17 years and younger.

1. Children should be accompanied at all times and adequately supervised by a parent/guardian/caregiver.
2. Children may use the Library as long as their behavior is not disruptive to other patrons or staff. Children must at all times abide by the Library's *Rules of Behavior* listed in Section 3.1.
3. If a child who has been required to leave the Library indicates he/she needs transportation home, the child will be allowed to use the Library telephone to make arrangements. If a parent/guardian/caregiver cannot be reached, the Youth Services Librarian or Security Officer will notify the South Holland Police that a child is being asked to leave the Library building. The Library does not provide transportation.

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4. When unattended children age 13 and younger are present in the Library at closing time, or at the time of an emergency closing, the Youth Services Librarian shall contact a parent/guardian/caregiver by phone to pick up the child immediately. If unsuccessful, the Youth Services Librarian or Security Officer shall contact the South Holland Police Department to take custody of the child.
5. In the event the staff is notified by a parent/guardian/caregiver that a child is missing, the Library Staff or Security Officer shall immediately notify the South Holland Police Department and ask for assistance and search of the Library building.
6. Responsibility for all incidents requiring Library staff intervention shall be handled by the Librarian-in-Charge and/or Security Officer at the time of the incident.

3.3 FOOD AND DRINK

While in the South Holland Public Library, users are required to cooperate with the following guidelines regarding food and drink.

- Food is not allowed in the Library.
- Food may be eaten in the west and east foyer areas on the main level and in the Teen and Story Time areas on the lower level.
- Food includes candy.
- All drinks must be in a container with a lid.
- Alcohol consumption is not allowed in the Library building or on the Library grounds.
- Report spills to a Staff member immediately.
- Keep the Library clean for other users by disposing garbage in trash cans located throughout the Library.
- Place recyclable items in the designated receptacles.

3.4 BULLETIN BOARDS AND DISPLAY RACKS

The Library has several bulletin boards and display racks for materials of interest to South Holland residents. The Library will display posters and flyers advertising events and activities of local cultural, service non-profit, education or government organizations.

Material that advocates or promotes a partisan or sectarian position on any issue may not be displayed or distributed by the Library. No personal notices or advertisements by for-profit businesses will be accepted for display or distribution.

A small number of non-partisan, non-sectarian newspapers which are of general interest to South Holland residents also may distributed, free of charge, at the Library.

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- Persons wishing to display/distribute material must submit it to the Head of Public Services.
- Appropriate material will be placed on the bulletin boards or display racks, space permitting, by Library Staff members.
- Preference will be given to South Holland organizations.
- Any material appearing on the bulletin board, in the display racks or anywhere in the Library without prior approval will be removed immediately and discarded.
- Space on bulletin boards is provided on a first come, first served basis.
- Due to limited space, large items or quantities may not be accepted.
- Providers may leave 50 flyers for distribution and may restock them as needed. The Library does not duplicate copies when supplies are exhausted.
- All items are considered temporary, and Library staff will decide how long material remains on display. Material will be discarded when removed.

3.5 DISPLAYS

The Library has display cases and minimal area available for exhibits of general interest to the community. Displays will be accepted based on the following criteria:

- Appropriateness to library services and collections
- General community interest
- Suitability of the exhibit to the space available for display
- Availability of space

Displays should be arranged with a Public Services Librarian. A signed statement releasing the Library from liability is required as a part of the reservations process. The Library does not assume responsibility for damage or loss to displays. A display does not imply Library sponsorship or endorsement. Displays may not advocate positions on public policies or candidates.

3.6 SOLICITATION AND SELLING

The Library seeks to provide a pleasant atmosphere for those using this facility. Therefore, the following rules have been adopted:

1. No organization or individual shall be permitted to solicit monetary donations on Library property or place in the Library any receptacle to solicit monetary donations.
2. No organization or individual shall be permitted to sell tickets of any kind, or ask Library staff to sell tickets of any kind, on Library property.
3. No organization, business or individual shall be permitted to distribute advertising material or solicit information directly from patrons on Library property.

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4. No organization or individual shall be permitted to circulate a petition or solicit signatures from patrons or staff members within the Library.
5. The Library may offer used items to the public for a specified donation amount.

3.7 PETITIONS

As a public institution, the South Holland Public Library must remain impartial in matters local or national debate or controversy. For this reason, Library patrons or staff members may not be approached for petition signatures while in the Library. Staff members cannot circulate or sign petitions on work time.

Requests for signatures must take place at least 15 feet from the main entrance doors to the building.

Requests for signatures must not impede the normal business operations of the Library, may not obstruct foot or vehicular traffic on Library property, and may not block entry to the Library building. Persons circulating petitions may not place or erect tables, chairs or signs on Library property. Library patrons may choose to stop or not stop, and may not be harassed, threatened or detained by person seeking signatures.

3.8 SURVEYS

The South Holland Public Library does not permit surveys to be conducted within the Library or on Library property with the following exceptions:

- With approval of the Library Director, surveys may be conducted by the Library itself or by library-related groups.
- Requests must be made to the Library Director to conduct surveys of an information or educational nature (i.e. newspaper survey).

3.9 CLOSING THE LIBRARY

In order to fulfill its mission of public service, the South Holland Public Library will make every reasonable effort to open to the public as scheduled, consistent with safe access for the public and staff.

3.9.1 Emergency Closings

The South Holland Public Library maintains a regular schedule of hours open to the public. It may become necessary to close the Library, shorten hours or cancel programs when emergency conditions pose a safety hazard to the public and staff or prevent basic library functions.

The decision to close the Library or cancel scheduled programs is based upon one or more of the following:

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- Severe weather and/or road conditions that cause hazardous traveling, such as significant snow, ice accumulations or flooding; extreme temperatures; or blizzard conditions.
- Availability of sufficient staff to operate the Library. Minimal staffing is defined as one Department Head or Administrative staff member and two (2) additional staff members.
- Condition of the Library's parking lot and walkways.
- Failure of vital building services, extended power failure, condition of the building or its equipment.
- General health, safety, and emergency in the community or area surrounding the Library.

When it is determined by the Library Director with the Board President or the next available Board Officer in order of succession that a general emergency situation exists or is impending, the emergency closing of the Library may be authorized. Every effort will be made to notify all Board members of such an emergency closing.

Emergency closings are announced in as many ways as possible given the circumstances of the emergency and may include postings on the Library website, phone system, signs on doors and announcements on social media.

3.9.2 Closing for Other Reasons

The Library may close if the Library Board deems it necessary for repairs, maintenance, a large project, and/or staff training. These closings will be pre-planned and approved by the Board.

Closing for reasons other than emergencies will be announced in advance and may include postings on the Library website, signs on the doors and in the Library, notice in the Library newsletter, emails and on social media.

3.10 SERVICE ANIMALS

It is the policy of the South Holland Public Library that Service Animals assisting individuals with disabilities are permitted in all facilities, programs, and activities where employees, or members of the community are normally allowed access, except where the presence or behavior of the animal may compromise the health or safety of the animal or others, or fundamentally alters the nature of the program or activity. Trainers are also permitted to accompany Service Animals in training in the Library.

3.10.1 Service Animals Defined

Service Animals are defined as dogs or miniature horses that are individually trained to do work or perform tasks for people with disabilities, including but not limited to physical,

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sensory, psychiatric, intellectual, or other mental disabilities. The work or task that the dog/horse has been trained to provide must be directly related to the person's disability. Examples of such work or tasks include, but are not limited to, guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder during an anxiety attack or performing other duties.

3.10.2 Individual Responsibilities

Handlers, or individuals who use Service Animals, are responsible for the following, which include but are not limited to:

- Keeping the animal under control through voice, signal, or other effective controls
- Cleaning up after the animal
- Illinois Law requires that dogs, including service dogs, be vaccinated against rabies and registered in the county in which the dog resides.

3.10.3 Library Responsibilities

The Library has a responsibility to maintain compliance with state and federal law regarding access for individuals with disabilities by allowing the Service Animal to accompany the individual with a disability for whom it performs tasks. In general, the Library will not ask about the nature or extent of a person's disability, but may make two inquiries to determine whether an animal qualifies as a service animal. The Library may ask:

- (1) If the animal is required because of a disability; and
- (2) What work or task the animal has been trained to perform.

Although some service animals may wear special collars, harnesses, vests or capes and some are licensed and certified and have identification papers, special identification and certification are not required by the ADA.

3.10.4 Removal of Service Animal

The Library reserves the right to ask that a Service Animal be removed if the animal's presence or behavior poses a direct threat to the health or safety of the animal or others.

A Service Animal may be removed from the premises only if

- (1) the animal is out of control and the handler does not take effective action to control it, or
- (2) the animal is not housebroken.

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Service Animals must be harnessed, leashed, or tethered, unless such devices interfere with the animal's work or the individual's disability prevents using such devices, in which case the service animal must be otherwise under the handler's control (e.g., voice control, signals, or other effective means). When there is a legitimate reason to remove a Service Animal, Library staff will work with the person with the disability to determine reasonable alternative opportunities to participate in the service, program, or activity without having the service animal on the premises. The Library will make these determinations on a case-by-case basis. Library staff members are not required to provide care, food or a special location for the animal.

3.10.5 Conflicting Disabilities

Some people may have allergic reactions to animals that are substantial enough to qualify as disabilities. The Library will consider the needs of both persons in meeting its obligations to reasonably accommodate all disabilities and to resolve the problem as efficiently and expeditiously as possible. The Library will make these determinations on a case-by-case basis.

For more information about Service Animals, the ADA, or requests for reasonable accommodations, please contact the Library Director at 708-527-3104.

3.11 WEAPONS

The South Holland Public Library follows Illinois State Law which prohibits the carrying of any weapon, concealed or partially concealed, in the Library building or on Library property. In conformance with State Statute, the Library will post at all entrances to the building, driveways, and parking areas of the Library the required signs as approved by the State Police. Any violators will be reported to law enforcement and prosecuted to the fullest extent of the law.

3.12 SMOKING AND TOBACCO PRODUCTS

Smoking, including e-cigarettes, and the use of tobacco products is allowable only outside the building, 15 feet beyond the Library entrances, exits, windows that open and ventilation intakes so as to insure that tobacco smoke does not enter the facility. *No Smoking* signs or the international *No Smoking* symbol shall be clearly and conspicuously posted at every entrance to the facility.

3.13 LIBRARY THEFT [720 ILCS 5/16-3]

A person commits theft when he or she borrows from a library facility library material which has an aggregate value of \$50 or more pursuant to an agreement with or procedure established by the library facility for the return of such library material, and knowingly without good cause fails to return the library material so borrowed in accordance with such agreement or procedure, and further knowingly without good cause fails to return such library material within 30 days after

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receiving written notice by certified mail from the library facility demanding the return of such library material.

A person convicted of theft under subsection (a) is guilty of a Class A misdemeanor, except when the theft of library material exceeds the aggregate value of \$300, in which case it is a Class 3 felony. A person convicted of theft under subsection (b) of this Section is guilty of a Class 4 felony. A person convicted of theft under subsection (c) is guilty of a petty offense for which the offender may be fined an amount not to exceed \$500 and shall be ordered to reimburse the library for postage costs, attorney's fees, and actual replacement costs of the materials not returned, except when theft under subsection (c) exceeds the aggregate value of \$300, in which case it is a Class 3 felony. For the purpose of sentencing on theft of library material, separate transactions totaling more than \$300 within a 90-day period shall constitute a single offense.

3.14 SECURITY CAMERA

The South Holland Public Library uses security cameras for the safety and security of Library users, staff and property. The primary purpose of security cameras is to discourage inappropriate and illegal behavior and activities and, when necessary, to provide assistance to law enforcement in the apprehension and prosecution of offenders, in accordance with applicable federal, state and local law regarding the confidentiality of library records

3.14.1 Public Notice

The Library shall post and maintain signs at the entrances the building giving notice of the use of security cameras for monitoring and recording activity in public areas of the Library property.

3.14.2 Camera Location

Cameras are positioned to monitor public areas of the Library such as service areas, entrances and areas prone to theft, vandalism or other activities that may violate Library policy or criminal law.

Under no circumstances shall cameras be located in areas where patrons and/or staff have a reasonable expectation of privacy, such as restrooms.

3.14.3 Access to Digital Images

Video data is recorded and stored digitally. Recorded data is considered confidential and secure.

Access to live feeds of images and recorded video data is limited to authorized Library staff designated by the Library Director. Live feed activities are randomly monitored. Because

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the cameras will not be continuously monitored, the public and staff should take appropriate precautions for their safety and the security of their personal property. The Library is not responsible for the loss of property or personal injury.

3.14.4 Unauthorized Access and/or Disclosure

Confidentiality and privacy issues prohibits the general public from viewing security camera footage that contains personally identifying information about Library users.

Only authorized employees can view and/or export video footage. No unauthorized recording of video footage through cell phones, portable devices, or any other means is permitted. Any Library employee who becomes aware of unauthorized disclosure of a video recording and/or a potential privacy breach has a responsibility to immediately inform the Library Director of the breach.

3.14.5 Retention of Digital Images

Recordings shall be kept for approximately 30 days with the exception of appropriate still shots or selected portions of the recorded data relating to specific incidents. The latter shall be retained for one year after the incident or until such time as any legal matters pertaining to the recording have been resolved. The storage media shall be kept in a secure area.

In situations involving banned patrons, stored still images may be shared with staff library-wide.

3.14.6 Patron Privacy

Video surveillance records are not to be used directly or indirectly to identify the activities of individual Library patrons except as viewed in relation to a specific event or suspected criminal activity, suspected violation of Library policy or incidents where there is reasonable basis to believe a claim may be made against the Library for civil liability.

Authorized individuals may use a still shot or selected portions of recorded data to request law enforcement review for assessing the security risk of a specific individual or for investigating a crime on Library property.

Law enforcement officials or agencies may be provided access to the recorded data pursuant to a subpoena, court order or as permitted by law.

Recorded data will be accorded the same level of confidentiality and protection provided to Library users by Illinois state law and the Library's policies.

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3.14.7 Disclaimer of Liability

A copy of this policy will be shared with any patron or staff member upon request. The policy is posted on the South Holland Public Library's official website.

The Library disclaims any liability for use of the video data in accordance with the terms of this policy, given that the Library is a public facility and the security cameras shall be limited to those areas where patrons and/or staff have no reasonable expectation of privacy.

3.14.8 Damages and Liability

Any individual using the Library shall be held responsible for willful or accidental damage to the Library's building and collections caused by the individual in accordance with the South Holland Public Library Rules of Conduct.

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3.15.1 GUIDELINES FOR BANNING PATRONS

The following guidelines are to be used when a South Holland Public Library patron has violated *3.1 Rules of Behavior* policy sufficiently to require banning from Library properties. As stated in *3.1 Rules of Behavior* policy, the length of the ban will be based on the nature of the violation.

- One-day ban is for behavior such as refusing to comply with standard rules in *3.1 Rules of Behavior*. This is for more minor disruptive behavior and should be considered the basic response when patrons are having a hard time handling library rules. One day can serve to calm people down without causing further disruption.
- 30-day ban is used when a “cooling down” period is needed. This is for more serious violations such as damage to Library property or fighting. This also applies to repeat offenders who have already been banned for one (1) day, three (3) times within a 30-day period.
- Six-month ban is for more pronounced disruptive behavior and for more serious violations of *3.1 Rules of Behavior*. This includes significant harassment of staff or other patrons. This also includes patrons who have had prior one (1) day or 30 day bans and who continue to violate the Rules of Conduct.
- One-year ban is for very serious problems, such as verbally or physically threatening behavior, physical assaults of patrons and/or staff, or criminal activity in the Library, with review for possible continuation. The police are usually called for this type of incident and the patron may be arrested. This can also include patrons who have repeatedly violated *3.1 Rules of Behavior* and have a prior history of suspensions from the library. At the end of the banning year, the Library Director will review the banning and decide whether the period of time needs to be extended.
- Bans beyond one (1) year are for the most serious incidents such as weapons in the library, threatening behavior towards children, or stalking a staff member. Prior to the end of the banning period, the Library Director will review the banning and decide whether the period of time needs to be extended.
- We may also ban until further notice until we have a chance to investigate and review an incident. We will then let the patron know what the decision is.
- Children under 18 years of age may be banned until a parent or guardian comes to the Library to talk to the Library Director and/or the Head of Youth Services. This is reserved for those children with serious violations, and/or who have been banned three (3) out of the last six (6) months.

The Library Board gives the Library Director full authority to make all decisions concerning banning patrons. The Library Director may also delegate authority for banning decisions when necessary. A notice of banning may be given verbally but any banning beyond one (1) day will be accompanied by a written notice to the person, parent or responsible adult and will include the reason(s) for the ban.

This section added by the South Holland Board of Library Trustees, 10.22.2018.