

# Bridgeview Public Library

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## Patron Policy Handbook

## MISSION, VISION, AND CORE VALUES

### Mission

The mission of the Bridgeview Public Library is to provide educational, informational, cultural and recreational resources to all the people of the Bridgeview community.

### Vision

Our vision is to continue to be an outstanding Library and to become the center of community life and an active force for the benefit of the community.

### Core Values

Reading continues to be a fundamental means for the enrichment of people's lives.

Honesty and integrity are uppermost in everything we do.

Commitment to quality is central to all our activities.

Diversity of cultures, gender, background, abilities and age is a strength that benefits both our patrons and us.

We will provide gracious and friendly service to all users of the Library.

We will fully utilize all available technology appropriate to our mission.

The Library will provide a venue for community interaction.

We value the contribution to libraries of public authorities and other sources of support.

Access to information is vital to a well-informed citizenry, which, in turn, is vital to democracy.

We value personal and professional development of both board and staff for the benefit of the Library

## **POLICIES & PROCEDURES**

The Library Board of Trustees reserve the right to update these policies as needed.

### **Behavior Policy**

The Library Board of Trustees is responsible for determining the rules of behavior necessary to protect the rights of individuals to use Library materials and services, to protect the rights of Library employees to conduct Library business without interference, and to preserve Library materials and services without being disturbed or impeded by other Library patrons. Library patrons and employees have the right to a safe, secure, and comfortable environment and, Library patrons and employees have a right to materials that are in good condition. Illinois Library Law (75 ILCS 5/4-7) gives the board the right “to exclude from the use of the Library any person who willfully violates the rules prescribed by the board.” “Library” is defined as the building, grounds and sidewalks immediately surrounding the building itself.

The following behaviors and items are prohibited on Library property:

1. Interfering with another person’s ability to use the Library’s facilities or services or with Library employees’ performance of their duties. Interference includes behavior that is deliberately intrusive, intimidating, hostile, or offensive, or that demands the attention or monopolizes the time of a staff member. Examples of such behavior include but are not limited to following, interrupting, staring at, or spying on any patron or staff member.
2. Altering any computer system hardware or software configurations or inappropriate use of computers. (See Computer Use and Internet Policy)
3. Using abusive or threatening language.
4. Using matches, lighters, or other means of ignition. Smoking and Vaping is not permitted in the building or within 25 feet of the building entrance.
5. Using or carrying illegal substances or alcoholic beverages.
6. Using the building’s restrooms inappropriately. Examples include, but are not limited to, use as laundry facilities, bathing facilities, or gathering places.
7. Lack of personal hygiene that disrupt others from using Library facilities, collections, or services.
8. Panhandling on Library premises, including but not limited to approaching Library users or staff members to request money, food, or other donations.
9. Theft, damage, defacement, or misuse of Library materials, equipment, furniture or facilities. The theft, vandalism or mutilation of Library property is a violation of Illinois Law - a class “A”

misdemeanor or a Class 3 felony.

10. Bringing onto the premises any dangerous weapon. Dangerous weapons include, but are not limited to, the weapons set forth and defined in Illinois Compiled Statutes - Chapter 720, section 5/24.1 et seq. No toy guns or weapons allowed on the premises.

11. Bullying and/or Fighting

12. Gambling

13. Sleeping

14. Leaving personal belongings unattended.

15. Solicitation, including distribution of leaflets, surveys, petitions, or similar activity; except as authorized by the Library Director.

16. Vehicles (excluding wheelchairs and strollers) of any kind including but not limited to bicycles, skateboards, skates and rollerblades parked inside the Library premises.

17. Animals, except service animals, or as approved for participation in Library sanctioned activities.

18. Being present in Library offices, lounges, storage areas, or other non-public areas while unaccompanied by a Library staff member or without prior agreement with Library management.

19. Food and Drink in designated areas of the Library only.

20. Leaving children in need of supervision unattended on the premises. Specifically: Children 9 years of age and younger must be accompanied by a caregiver at all times. Any child 9 years of age or younger left unattended may be placed in police custody for his or her safety. Children between the ages of 10 and 13 must be picked up prior to the Library closing time. Any child age 13 or younger left unattended after the Library closes may be placed in police custody for his or her safety. See the Unattended Children Policy for more information.

21. Not wearing shoes or shirts.

22. Any and all other behavior that is contrary to the intended purposes of the Library.

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

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

#### 4. Involving the police.

**Adults:** Adult patrons who have caused repeated disruptions in the Library will be warned that their Library privileges will be revoked and that they will not be allowed to enter the building if the behavior continues. If these patrons continue to cause disturbances, they will be barred from the Library for one month. If, when their Library privileges are reinstated, the disturbances continue, the Library will bar the individual from Library property for at least one year. The Library may call the police and/or take legal action if necessary.

**Minors:** Children who have caused repeated disruption in the Library will be warned that their Library privileges will be restricted if the behavior continues. Whenever possible an attempt will be made to contact the parents or guardians describing the problems and warning them of the consequences. At this time, the child's Library privileges will be restricted for a period of one month; if the disruptive behavior continues the second restriction will be for up to one year.

**Extreme Disruptions:** In the case of any misconduct that is extreme, the offender will be ordered to leave the building immediately, and may be banned for a period based on the severity of the action.

The Library reserves the right to begin intervention at any step, including immediate involvement of the police, depending upon the severity of the incident or behavior.

#### **Bulletin Board Posting and "Free" Material Placement Policy**

The following items may not be posted or displayed on the Community Bulletin Board or placed on the handout table or shelf in the Library:

- Advertisements or personal services or products sold for profit
- Religious tracts
- Petitions
- Campaign literature or any material in support of political agendas, candidates, or parties
- Material deemed inappropriate in the reasonable discretion of the Library Director or designee

Multiple copies of flyers or brochures as well as handbills, pamphlets, bookmarks, and other "free" materials which meet the above criteria may be left for display on the designated rack as space allows.

The posting or distribution of items does not indicate that the Library endorses any organization, cause, or activity. The Library cannot assume responsibility for the preservation, protection, or possible damage or theft of any item displayed on or near community bulletin boards. Items placed in the Library are done so at the owner's risk. The Library has the right to remove and discard any item at the discretion of the Library Director or designee.

No sign or poster may be posted on or around the exterior of the Library building or inside the Library building except for the community bulletin boards in accordance with this policy.

The provisions of this policy will be construed and enforced by the Library Director at their sole

discretion. All decisions and actions taken by the Director with respect to this policy are final and are not subject to review.

The Bridgeview Public Library Board of Trustees reserves the right to amend this posting policy at anytime.

## Computer Use Policy

A valid Library card or guest pass is required to use the computers. If a patron doesn't have a Library card, or one is not available, a guest pass can be obtained at any service desk.

Library patrons who have a blocked status and/or owe fines at any Library may resolve the problem at the Circulation desk before using the computers.

The computers may be used on a first-come, first served basis for a **two-hour maximum period per day**. Computer time can be extended at any service desk, **before** the maximum time period has ended, subject to availability at the time of request.

The Library's staff may assist patrons in the access of the computers and its hardware and printing.

**Library staff members are prohibited to participate in any personal computing of any kind or to access any personal account information for any patron at any time.**

Patrons are responsible for payment of all pages printed on their computer during their session. Please ask staff members for assistance if you are unsure how to proceed before printing.

The Bridgeview Public Library is dedicated to providing a welcoming environment for patrons of all ages. Youth Services staff members are committed to helping children with activities related to the Library, but staff members do not supervise children and will not serve as caregivers, teachers, or disciplinarians.

Parents are responsible for the behavior and well-being of their children at all times.

Parents should supervise their children's computer sessions. The Library assumes no responsibility for the use of the computers by children. It is the responsibility of the parent, guardian, or caregiver to determine what appropriate use of the computers is for each child. All children nine (9) years of age and younger must have a parent present in the Children's Services area while the child accesses the computers. Computers are available in the Children's Services area for parents, guardians, or caregivers accompanying children. Children under 14 are not allowed to use the computers in the Adult computer area without parental, guardian, or caregiver supervision.

Use of another person's Library card number is expressly forbidden. Violation of this policy can result in punishment, including but not limited to the revocation of the user's actual Library card as well as the revocation of the Library card the user is using that belongs to another person.

Users must respect intellectual property by only downloading information or files with proper permission; respect the privacy of others; not use the computers for any unauthorized, illegal, or unethical purpose; not distribute unsolicited advertising.

Users may download files to a portable storage device, or email files to themselves. No information should

be saved to the computer's hard drive. Computers are wiped clean of files at the close of each session. The Library is not responsible for any loss or damage to personal materials or information. Personal software programs may not be used on the computers.

It is within the purview of the Library to monitor internet use or content of any Library computer user to ensure compliance with all Library policies. The Library reserves the right to intervene, including, but not limited to, terminating the Library computer session, expulsion from the Library, and/or calling the police, when activities on a Library computer OR personal device cause a disruption to Library users, there is a policy violation, or a complaint is received.

The Library reserves the right to deny access to the computers to any individual or group that has failed to follow the rules and regulations.

## Emergency Closings

The Library will be closed automatically anytime the schools in this district are closed due to inclement weather. The Library will also be closed at the Director's discretion. Please check the Library's website for all updates on any unexpected closings before driving to the Library.

## Internet Policy

The Library is pleased to provide information resources through the internet. We make this service available as part of our mission to satisfy the information needs of our patrons. While the internet offers access to many valuable sources of information, the Library recognizes that not all sites are accurate, complete, current or legal.

The Library's staff may assist patrons in the access of the computers and its hardware and printing.

**Library staff members are prohibited to participate in any personal computing of any kind or to access any personal account information for any patron at any time.**

The Bridgeview Public Library is dedicated to providing a welcoming environment for patrons of all ages. Youth Services staff members are committed to helping children with activities related to the Library, but staff members do not supervise children and will not serve as caregivers, teachers, or disciplinarians. Parents are responsible for the behavior and well-being of their children at all times. Parents should supervise their children's internet sessions. The Library assumes no responsibility for the use of the internet by children. It is the responsibility of the parent, guardian, or caregiver to determine what appropriate use of the internet is for each child. All children nine (9) years of age and younger must have a parent present in the Children's Services area while the child accesses the internet. Computers are available in the Children's Services area for parents, guardians, or caregivers accompanying children.

The Library asks you to use good judgment and discretion while using the internet. Violations of the Library's internet policy and computer resources (including hardware, software, system integrity,

performance, computer security, copyright laws, and local, state, and federal laws) will result in termination of a patron's internet privileges. The patron may also be subject to prosecution by local, state, or federal authorities.

The Library will not be responsible for any communication received or sent through email, chatrooms, or newsgroups, or actions, damages or any loss of any type resulting from such communication. The Library is not responsible for damage to a patron's disk, hard drive, or computer or for any loss of data, damage or liability that may occur from the patron's use of the internet.

The following activities are unacceptable:

- Destruction of, damage to, or unauthorized alteration of the Library's computer equipment, software, or network security procedures.
- Use of the internet or email in any way that violates a federal, state, or local law.
- Use of electronic information networks accessed via the internet in any way that violates licensing and payment agreements between the Bridgeview Public Library and network/database providers.
- Violation of system security.
- Behaving in a manner that is disruptive to other users, including, but not limited to, displaying offensive visual material.
- Violations of this policy shall result in the loss of the patron's internet and computer privileges.

## Library Card Policy

### Library Cards

The materials and resources of the Library are available on an equal basis to all individuals with a valid Library card. This applies to persons with a Bridgeview Public Library card or another Reaching Across Illinois Library System (RAILS) member card and to other cardholders with reciprocal borrowing privileges.

All residents of the Village of Bridgeview are entitled to a free Library card. The card is issued for five years. Two pieces of identification must be shown at the time of registration. One must have a picture. The other must have a Bridgeview address. Persons under the age of 16 must be accompanied by a parent or guardian when applying for a card. Exceptions to the requirements may be made in the Director's discretion.

### Responsibilities of Cardholders

Cardholders are responsible for all materials borrowed on their card. This includes returning the materials in a timely manner and in the same condition as when the materials were borrowed. Materials kept beyond the loan period will be considered overdue and Library cards will be blocked until the materials are returned or replacement fees will be assessed. Replacement fees will also be assessed for lost or damaged materials. The Library sends out overdue notices as a courtesy. Patrons are responsible for timely return of materials whether or not they receive the overdue notice. There are no age restrictions on the borrowing of materials from the Bridgeview Public Library. Parents or legal guardians are responsible for monitoring



the materials used by their children.

## **Renewal of Library Cards**

Library cards when issued are valid for five years. An expired card may be renewed upon proof of continued residency within the Village of Bridgeview. All fees and fines must be paid before a card can be renewed.

## **Lost or Stolen Library Cards**

Cardholders are responsible for materials checked out on their card until the card is reported lost or stolen to the Bridgeview Public Library. Lost or stolen cards may be replaced upon proof of continued residency within the Village of Bridgeview.

## **Non-Resident Library Cards**

Non-Residents of Bridgeview that live in a town that does not have a Library, and where Bridgeview Public Library is the closest Library to their residence, may obtain a Non-Resident Library Card. Bridgeview Public Library uses the Non-Resident Fee Mathematical Formula to determine Non-Resident Library Card fees. Non-Resident Library card fees are posted on the Bridgeview Public Library website annually.

\*Non-Resident Fee Mathematical Formula:

Divide Library income from public property tax source by local population to get the cost per capita figure

Multiply per capita figure by the average number of persons per household (found on census website) to obtain the average cost per household for family Library card fee.

## **Confidentiality of Patron Records**

As required by the Illinois Library Records Confidentiality Act (75 ILCS 70/1 et seq), a Library patron's registration and circulation records are confidential. No individual's records will be released to any person or agency except pursuant to a court order or other legal exception. Library staff may provide information to a minor's parent or legal guardian about fines or overdue materials. For specific questions about confidentiality, please contact the Library Director.

## **Loan Rules**

No materials will be automatically renewed if there is a hold on the item. Barring any holds, the following are loan periods and automatic renewal periods for various materials:

Three week loan period with 5 automatic renewals:

Audio Books

Books

Music CDs

One week loan period with 0 automatic renewals:

Blu-ray and DVDs

Video Games

Launchpads

Magazines

## **Fees and Fines**

The Bridgeview Public Library is a fine free Library. This means that any user checking out materials at BPL, regardless of residency, will not be charged overdue fines. Instead of an overdue fine, an alert will be placed on user accounts once an item is overdue for 14 days or longer. This alert will prevent future use of the Library card. Once an overdue item is returned, the alert is removed, no fines are assessed, and the Library card can be used again.

BPL cardholders should be aware that they are subject to the lending policies, including any applicable fines, of other libraries that they visit. Interlibrary loan materials remain subject to any applicable overdue fines established by the lending Library.

BPL will charge for some services and materials that are lost, damaged, or unreturned.

## **Fees**

Prints or copies: 20 cents per page

Fax: \$2.00 per 50 pages

Non-Resident Library Card: \*See Mathematical Formula (page 9)

Lost, Damaged, or Unreturned Items: Cost of Item

Meeting rooms:

Bridgeview 501(c) (3) Non-Profit: No Charge

Bridgeview Businesses and Resident Library Card holders: \$50.00

All other Groups: \$100.00

## **Interlibrary Loan**

Bridgeview Public Library belongs to the SWAN Consortium in Illinois. The SWAN consortium shares resources amongst all 100 libraries in the consortium, as well as more widely in the region, state, and throughout the world of libraries.

All Bridgeview cardholders have equal access to all the interlibrary loan services we offer. Reference

librarians and other staff members are available to help locate items at our Library and other libraries. Applicable fees will be applied for out of state materials borrowed or loaned. The Library complies with the Interlibrary Loan Guidelines set up by the Reaching Across Illinois Library System (RAILS) Resource Sharing Plan (2018), the ILLINET Interlibrary Loan Code for Illinois (2015) and the American Library Association Interlibrary Loan Code (2001).

Our Library mission is to provide educational, informational, cultural, and recreational resources to people in the Bridgeview community. If those needs cannot be met using our local collection, materials can be requested and borrowed from other SWAN libraries using interlibrary loan. Interlibrary loan of materials from non-SWAN libraries are reserved for Bridgeview Public Library patrons only including those individuals living outside our service area who choose to purchase an annual non-resident card.

## Meeting Room Policy

### Use of the Meeting Rooms

The primary use of the meeting rooms is for the work of the Library staff in accommodation of Library programs and Library sponsored programs. When and if time and circumstances permit, the meeting rooms may become available for use by other groups or organizations.

### Open Access

All meetings must be open to the public except for closed sessions of governmental bodies in accordance with the Open Meetings Act. ***There is no expectation of privacy inside all meeting rooms in the Library.***

### ADA Compliance

Users must comply with applicable Americans with Disabilities Act (ADA) requirements when using the meeting rooms.

### Endorsement

The use of meeting rooms by outside groups does not constitute an endorsement of those groups or any programs those group should book by the Library, the staff, or the Board of Trustees. Publicity announcing meetings in the Library should in no way imply sponsorship by the Bridgeview Public Library, and should contain the following: ***This meeting/program is not sponsored by the Bridgeview Public Library.***

### Restrictions

Meeting rooms may not be used for the following:

- Social functions (parties, showers, receptions, etc.)
- Fundraising (except for Library functions)
- No individual or group may use the Library for any political reason

- Religious activities
- Gambling activities
- Personal office space or to conduct any business

## Scheduling Reservations

Use of the meeting rooms is arranged by the Director. Reservations may be made no more than two weeks in advance and provide at least 24 hours' notice of any booking subject to availability. Requestors/Groups must provide a contact name, phone number, and email in case of emergency or cancellation. Groups will be booked in order of Library priority and then by the date the request is filed. **Meetings must be scheduled during regular Library hours and must end at least fifteen minutes before the Library closes.**

## Booking a Meeting Room

The Director books all outside meeting room requests.

Please email at [csebuck@bridgeviewlibrary.org](mailto:csebuck@bridgeviewlibrary.org) with the following information:

- Date and time of meeting
- Nature of the meeting
- Set up and equipment requirements

All requests for a meeting room requires requester to read the meeting room policy and agree to said policy.

No changes or exceptions to policy will be made. Meeting rooms are based on availability.

The booking time is expected to include set up and take down or clean-up time within the scheduled time slot. The Requestor/Groups are responsible for set up and take down or clean-up of the booked room. The Library staff will not be made available for set up and clean-up of the room. The Library Director will resolve any conflict that may arise in the booking of a room.

Rooms must be booked by an individual over the age of 18 who will be responsible for the group. All persons under the age of 18 present must have adult supervision. There must be one adult supervisor per ten minors who remain for the duration of the meeting.

In the event of an emergency closing of the Library, all reservations are automatically cancelled. The Library may also cancel a group's reservation if policies for use of the meeting room are violated. The Library reserves the right to cancel any reservation up to the date of scheduling for any reason. If an applicant needs to cancel a reservation, the Library must be notified at least 48 hours in advance to receive a fee refund when applicable. Under unusual circumstances outside of the applicant's control, the Library, **MAY**, in its discretion, issue a refund for cancellations in less than 48 hours.

## Schedule of Fees

Bridgeview 501(c) (3) Non-Profit: No Charge

Bridgeview Businesses and Resident Library Card holders: \$50.00

All other Groups: \$100.00

### Set Up/Clean Up

The Library staff will not be made available to change the room arrangement or to provide support services such as carrying equipment or materials into or out of the Library. The Library will not be responsible for special set up. No cooking, burning of candles, or any flames will be allowed in the meeting rooms. Furnishings may not be borrowed from other areas of the Library. Any group using the room is responsible for keeping the room clean. A custodial fee will be assessed if clean-up is necessary.

### Liability

The Library is not responsible for theft of or damage to equipment, supplies, materials, or personal possessions owned by those sponsoring or attending a meeting or activity. The person making the booking, and/or any group or persons using the meeting rooms, must indemnify and hold harmless the Bridgeview Public Library, its Board of Trustees, and all Library staff for any and all accidents which may occur on the Library premises.

This policy is not all-inclusive: the Library Director will determine approval of individual meeting situations not described here. Waiver of any prohibitions in this policy may be requested by written application directed to the Library Board of Trustees. The Board of Trustees of the Bridgeview Public Library will review the meeting room policy and regulations periodically and reserves the right to amend them at any time.

### Photo/Video Consent

Photos and videos that appear on the Library's website and promotional materials may be gathered from public programs, events, and Library spaces. Attendance at Library programs, events, or Library spaces constitutes consent to be photographed for use in print and/or electronic publicity for the Library.

Photos, images, and videos submitted by users for online galleries or contests may also be used by the Library for promotional purposes. To ensure the privacy of individuals and children, images will not be identified using full names or personal identifying information without written approval from the photographed subject, parent, or legal guardian.

***If you do not want us to use a photo or video of you or your child, please tell the Library staff member coordinating the event PRIOR to the program.***

### Service Animals

The Bridgeview Public Library does not allow pets into the Library at any time unless for a specific program as organized and authorized by the Library Director. The Library recognizes the need for service animals, which are not considered pets and are allowed into the Library to accommodate disabled patrons. Library staff may inquire if the service animal is required because of a disability. Library staff may ask what work or tasks the service animal has been trained to perform. The Library staff will **NOT** ask for any documentation for the animal or require the animal to demonstrate its task or inquire about the nature of the patron's

disability. The American Disabilities Act requires that service animals be ***under the control of their handler at all times.***

### Study Room Policy

Study Rooms should be used by small groups or individuals for quiet study. The rooms are not available for regularly scheduled classes or tutoring.

Library Study Rooms may **NOT** be used to distribute or sell goods or services of any kind, including, but not limited to, paid tutoring services, counseling, or use as a temporary office for a business purpose. This is not an all-inclusive list of restricted activities. The Library Director will determine approval of individual situations not described here. Children under 16 years of age may not use the study rooms.

The Library reserves the right to deny access to the Study Rooms to any individual or group that has failed to follow the rules and regulations.

### Unattended Children

The Bridgeview Public Library is dedicated to providing a welcoming environment for patrons of all ages. Youth Services staff members are committed to helping children with activities related to the Library, but staff members do not supervise children and will not serve as caregivers, teachers, or disciplinarians. Parents are responsible for the behavior and well-being of their children at all times.

Children nine (9) years of age and younger must be accompanied and directly supervised at all times by a parent or other responsible caregiver. Caregivers must be at least 16 years of age and able to attend to the child's safety and ensure appropriate behavior. If a child nine (9) years of age and younger is found unattended, a staff member will attempt to find the caregiver in the building. If the caregiver cannot be located, Police will be called. Library staff will stay with the child until police arrive.

Children ages 10-13 years of age may use the Library unattended for a total of 3 hours per day providing they are able to maintain acceptable behavior and act respectfully to other patrons and staff. After 3 hours, children must be picked up from the Library.

Children 14 years of age and older may use the Library without time restriction and without supervision providing they are able to act with respect, maturity, and adhere to the Library rules and policies.

All patrons, including children, are subject to Library rules and policies concerning behavior, conduct and demeanor. Repeated violation of rules or policies may result in parents needing to be with a child even if the child is 10 years of age or older. All children must have contact information for a parent or caregiver in case of emergency, Library closure, or rule violations.

In the event that any child 13 years of age or younger is still on the Library premises after the Library closes to the public, the police will be called to pick up the child. Attempts will be made during that time to reach parents if possible. In **NO** instance will staff take a child home.

The Library Board of Trustees reserve the right to update these policies as needed.

**Proposed 9/13/2021**

**Adopted 12/13/2021**

**Proposed 8/12/24**

**Adopted 12/09/24**